

Colne customers said...

79%

satisfied with the service overall

Star
Survey
2017

723

surveys were completed

	Proportion of tenants	2013 result
Satisfaction overall	79%	89%
Quality of home	81%	89%
Value for money of rent	83%	86%
Value for money of service charge	68%	72%
Listens & takes account of views	58%	69%
Kept informed	74%	88%
Final outcome of query	62%	75%
Repairs & maintenance overall	71%	83%
Neighbourhood as a place to live	83%	85%

What our customers said

Colne's response

Your customer service needs to improve. Please listen more, take our views seriously and respond to us promptly.

You must keep us updated, we shouldn't have to chase for answers.

Don't pass our call or email around to lots of staff.

Overall we are fairly satisfied but some of us have found it challenging to adjust to service changes.

We like the community we live in. (Some of our young residents are not so happy with their neighbourhood though.)

The repairs and maintenance service is not as good as it could be.

Colne builds nice homes to a high quality.

The rent is good value and affordable.

Hi I'm Amy St Ledger, Colne's new Head of Customer Services.

I am in charge of providing the best service we can for you and your families.

I'm passionate about enabling independent living and involving our customers in shaping what that means for them as individuals. If you would like to suggest how we could improve please call me on 01206 244700 or email Amy.Stledger@colnehousing.co.uk



I really value your feedback and will keep you updated in the next edition of C-mail and on our website.

We agree; customer service does need to improve. We will do better. Your feedback is really important and we will provide more opportunities for you to have your say. We are also helping our older residents adjust to the sheltered service.

Our satisfaction rate has reduced partly because we have changed how we provide services to our older residents living in sheltered accommodation. Government cut the funding. We will continue to work with residents to adjust.

We need to get a better understanding of how our younger customers are feeling and see if we can help.

We are identifying issues more quickly with our contractors. Your views will definitely be taken into account when we review the service in 2018.

We now have a specialist officer who makes sure your home is ready to let to our current standard. Customers will be involved in next year's review of our lettings standard.

We have a Value for Money approach which provides efficient services based on individual needs, rather than a 'one size' for all customers.