

C-mail

Your Resident Newsletter from Colne



Want to be able to pay your rent when it suits you?



Then why not call our new 24-hr automated phone line. Simply call 01206 244700 and press option 1.

Have your AllPay payment card ready.

If you prefer to pay online go to www.allpayments.net or download the AllPay App to your smartphone.



How satisfied are you with Colne?

The results of our customer satisfaction survey are in. Around 700 residents of different ages, locations and living in different types of Colne homes took part. Thank you!

The feedback is welcomed by Colne and helps us provide a better service. Some improvements have been under way whilst the survey was conducted and we will keep you up to date with how we are addressing any outstanding areas requiring improvement.

Turn the page to see what customer said. Please continue to talk to us – we are listening.

Colne customers said...

79%

satisfied with the service overall



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.

How do we learn from your complaints?

A total of 66 customer complaints have been dealt with by Colne in the last year with 54 (88%) of them upheld. It is important we use our learning. We have made some as a direct result of some of the issues identified.

The highest number of complaints were about our repairs services. Customers will be involved in the review of repairs in 2018.

See table on the right.

Three complaints went to the final stage of Colne's complaints process – one related to handling of an antisocial behaviour report, another to a delay in planned maintenance of a home and the third was about estate services. Two complaints were upheld and resulted in us improving neighbourhood services cover when staff are on long term leave.



Service	Number of complaints
Repair not completed	9
Quality of repair	13
Conduct of staff	5
Conduct of a contractor	6
Rent account administration	1
Missed appointment	2
Defects and procedures	8
PSL management	1
ASB handling	1
Planned programme	2
Property inspections	1
Housing Management	3
Sheltered Housing	1
Compensation for financial loss	3
Estate services	1
Miscellaneous	9
Total	66

How else do customers help us improve?

Colne's Resident Scrutiny Team is currently looking at if we can do better when learning from complaints. They have already looked at our Anti-Social Behaviour Service and we have welcomed their suggestions. The team is looking for new members in the New Year.

Watch this space for more information or email scrutiny@colnehousing.co.uk



Your home, your safety

Keep safe this winter

Don't get caught out. Check out these top tips for keeping you and your home safe during the festive period and in cold weather.



Do Check

Radiators are warming up by turning on all their valves and putting the room thermostat up to maximum for 15 minutes.

Radiators have no air trapped by removing air using the bleeding key.

The boiler has been serviced by looking for the date sticker. If you are not sure, call Aaron Services on 01206 244700.

Leaking gutters, pipes, dripping overflows, missing roof tiles and damaged brickwork. Report any problems to us straight away.

You are prepared for winter heating bills.

If you can claim Winter Fuel Payment. If you were born on or before 5 August 1953 you could get between £100 and £300 towards your heating bills. You may still be able to get Cold Weather Payment or the Warm Home Discount even if you don't qualify for Winter Fuel Payment.

Don't

Block air vents or trickle vents. Do leave the top windows slightly open if it is safe and convenient to allow fresh air to replace existing air inside the house, even if it is for small periods.

Switch off your heating and hot water completely when you are away at Christmas, your pipes could freeze.

Dry washing indoors with no ventilation, you'll get mould and condensation.

Burn solid fuel, wooden logs or pellets without closing any extraction vents if you don't have a carbon monoxide detector.

Check your doors

It is really important that leaseholders do not change their doors without letting us know. We must make sure all doors are fire safe. We have been contacting all leaseholders to make sure our records are up to date. If you wish to know more please get in touch.



Rent difficulties at Christmas?

In the flurry of Christmas shopping please do not forget to pay your rent. It is essential that you continue to make your rent payments during the Christmas period because if you don't your home could be at risk. Please contact us if you are experiencing money difficulties.

Independent advice is also available from Step Change Debt Charity on 0300 3035666 or at www.stepchange.org

Colne's Christmas opening hours

Friday 22 Dec9am-5pm

Monday 25 Dec Christmas Day.closed

Tuesday 26 Dec Boxing Day.....closed

Wednesday 27 Dec 10am-4pm

Thursday 28 Dec 10am-4pm

Friday 29 Dec.....closed

Monday 1 Jan New Year's Day...closed

Tuesday 2 Jan.....Usual hours resume (9am-5pm)

We wish you and your families a happy Christmas

For emergency repairs call
01206 244700

