

# Fosseway Living Performance

## Quarter 4 / year end

### How we're doing so far...

As promised, we have shared and replied to your feedback in the top six areas that matter most to you.

We want to keep you up to date with what we have been doing and how we are working with you to continue to improve services.

For your local performance visit [www.bromfordgroup.co.uk](http://www.bromfordgroup.co.uk)

**88.3%** of you would recommend the services we provide.  
Our target is **90%**

### Are we keeping our promises?

As well as measuring the top 6 areas that matter most to you, we also make a number of promises about how we respond to you when you contact us. Here is how we are doing. We currently handle 1300 calls a day across the group... that's 357,000 per year, as well as all of your emails and visits to our offices.

- **Seeing you at offices within 10 minutes**

We promised to achieve this **all** the time  
In reality – we got this right **99.5%** of the time

**We give a warm welcome to our customers. Dealing with enquiries as quickly as possible is very important to us.**

- **Returning your calls the next working day**

We promised to achieve this **all** the time  
In reality – we got this right **75%** of the time

**Last time was 75%. It's important we do what we say we will and we now have new systems which will help us to track, and improve, how quickly we reply.**

- **Answering written or email enquiries within 5 days**

We promised to achieve this **all** of the time  
In reality – we achieved this **93.5%** of the time

**Last time was 85%. We are really pleased we are going in the right direction.**

- **Getting the response to your enquiries right first time**

We promised we'd get **80%** of them resolved right first time

**In reality – we resolved 79%** of your enquiries at first point of contact with us

**Last time was 74%. We are pleased this is getting better and are working hard to improve training and processes.**

#### 1. How do you feel about the appearance of your neighbourhood?



**Darrin Gamble – Assistant Director of Housing:**  
[darringamble.b1feedback@bromford.co.uk](mailto:darringamble.b1feedback@bromford.co.uk)  
We're pleased with this increase and will continue to invest and work with residents and partners to improve where people live.

#### 2. How do you feel about the safety of the neighbourhood you live in?



**Karen Dean – Community Safety Team Manager:**  
[karendean.b1feedback@bromford.co.uk](mailto:karendean.b1feedback@bromford.co.uk)  
Our Community Safety Team works actively with partners in our neighbourhoods to reduce anti-social behaviour and crime.

#### 3. How do you feel about the way we deal with complaints?



**Gina McNicholas – Customer Relations Manager:**  
[ginamcnicholas.b1feedback@bromford.co.uk](mailto:ginamcnicholas.b1feedback@bromford.co.uk)  
We know we have work to do with complaints and have learnt important lessons about needing to improve owning and resolving issues. Resident inspectors have looked at how we manage complaints and guided us on how we can improve.

- **Answering your calls within 20 seconds**

We promised we'd get this right **80%** of the time  
In reality – we actually get this right **90%** of the time

**We are investing in a new telephone system to help us to further improve our performance.**

#### 4. How do you feel about the way we handle repairs?



**Alex Dixon – Group Director of Asset Management:**  
[alex Dixon.b1feedback@bromford.co.uk](mailto:alex Dixon.b1feedback@bromford.co.uk)  
We're pleased with the improvement although we realise there is a difference in experience between contractors; we're working hard to put this right.

#### 5. How much do you feel that we are good value for your money?



**Sue Harrison – Director of Business Planning:**  
[sueharrison.b1feedback@bromford.co.uk](mailto:sueharrison.b1feedback@bromford.co.uk)  
These are challenging times and we have taken steps to improve efficiency and reduce costs.

#### 6. How do you feel about the quality of your home?



**Alex Dixon – Group Director of Asset Management:**  
[alex Dixon.b1feedback@bromford.co.uk](mailto:alex Dixon.b1feedback@bromford.co.uk)  
We have an extensive programme to improve and invest in our homes to meet the aspirations of our residents.