

The Bromford Offer

An introduction from Sandra Dennis, representing the Customer Influence Group (CIG).

“ The Customer Influence Group have been working with Bromford to make sure that they are working on the things that really matter to customers.

Initially, we wanted to find out what was important to us as customers. We did this by looking at feedback from over 8000 residents created from many sources, such as, phone call surveys, questionnaires and comments made through our B1 Magazine. From these, we identified four areas that we all feel strongly about.

We also found that the most important thing was the over-all quality of our relationship with Bromford, including how well people listen and make changes based upon what we say. So, we've now set out what this relationship should feel like along with some standards around the four customer priorities.

This is just the first stage of Bromford sharing its new service standards so it's important you tell us how you feel about them – have they got it right? We'll be examining all of your feedback and working alongside Bromford to produce the final draft by the autumn.

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Sandra Dennis

Our relationship with you

At Bromford we want to have a relationship with you that works so well that you would recommend us to a friend.

We want you to feel like we are open to your feedback and always interested in what you have to say.

We will do this by:

- listening to what you tell us
- telling you how we are doing, and how we compare to others
- working together in ways that are relevant to you when you tell us things need to improve
- giving you greater opportunities to have a say in how Bromford and your neighbourhood is being run

How will we know we are doing this?

- we will ask you if you would recommend us to your friends





Contacting us

We want to provide you with services that are easy to access and give you a choice of how to contact us. It should feel that we care, that we value you as a customer and that we keep our promises. We will do this by:

We will do this by:

- getting our services right first time when you contact us, and where we can't do this we will keep you in touch every step of the way
- having people who are friendly, helpful, and who do what they say they will
- being available at times that customers choose, with a range of ways to deal with us

How will we know we are doing this?

- we will ask if you would recommend our people for "doing what they say they will"
- our "right first time" performance and how we compare to other landlords and businesses



Living in your neighbourhood

We want you to live in a neighbourhood that you will recommend as a place to live. It should feel like a place where people can get along with each other and that you are proud to call your home.

We will do this by:

- making sure the condition of your local area meets the set standards
- tackling and resolving issues early where they occur – particularly around anti-social behaviour
- letting all of our homes fairly
- making sure moving into one of our homes is a really easy experience for you
- helping you when your home no longer meets your needs

How will we know we are doing this?

- we will ask if you would recommend your neighbourhood as a place to live



Living in your home

We want to provide energy-efficient homes that work for you. It should feel free from things that keep breaking down, but if something does go wrong, we want to put it right first time.

We will do this by:

- providing inspections to keep your home safe and free from faults
- offering you with 24-hour emergency repairs, should they arise
- giving you appointment times that suit your needs
- letting you have choice over home fittings when we come to replace them

How will we know we are doing this?

- we will ask you if you feel that your home works well for you
- we will ask you if you feel that we have provided a good quality home



Value for Money

We want to provide value for money in everything we do. We will always look to be more efficient.

We will do this by:

- showing how we are being efficient and well run as a business
- letting you influence how money is spent, especially in your neighbourhood
- re-investing some of the savings we make back into the community – and giving you choice on how it is spent
- showing how our rents and service charges compare to other landlords

How will we know we are doing this?

- we will ask if you feel we provide value for money