

Your say... services your way

BERNÍCIA

Towards the end of last year we asked you to share your views on the services we currently provide and how they are delivered.

We had a fantastic response to the Your say, services your way campaign with 2,700 surveys being completed. This has provided a raft of brilliant information to help ensure our service standards and how they are delivered continue to reflect your expectations and needs. A massive thank you to everyone who took part.

We now want to share the results of the Your say, services your way campaign with you, tell you about how the results have been translated and give you a further opportunity to say whether we've got things right. Our involved tenants have been instrumental in helping interpret this huge amount of information.

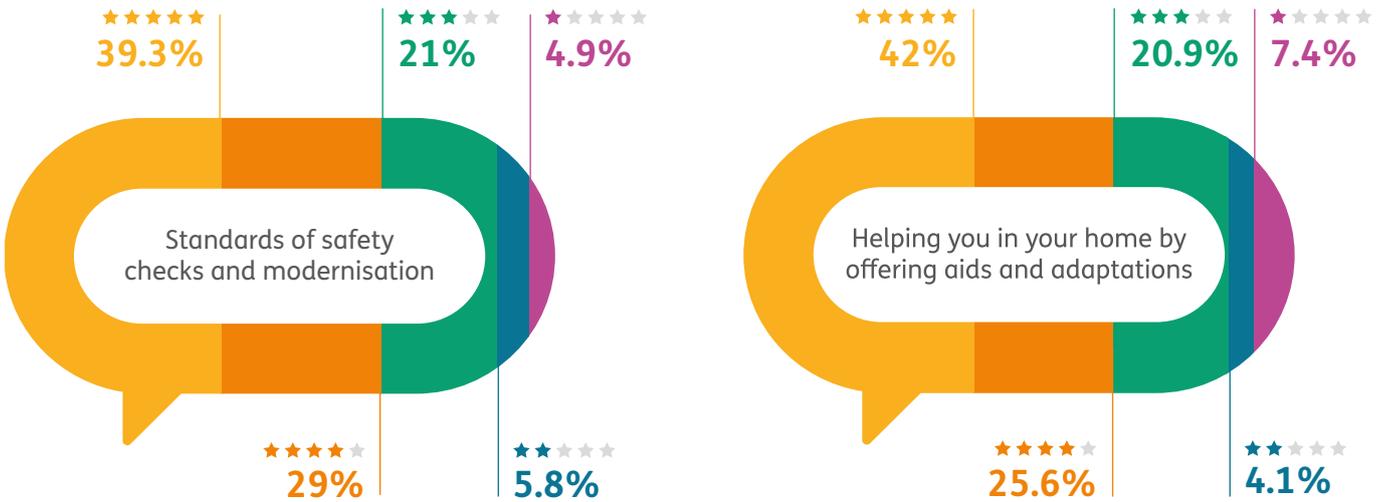
Across five service areas we asked if our service standards focus on the right things.

Here's what you told us...





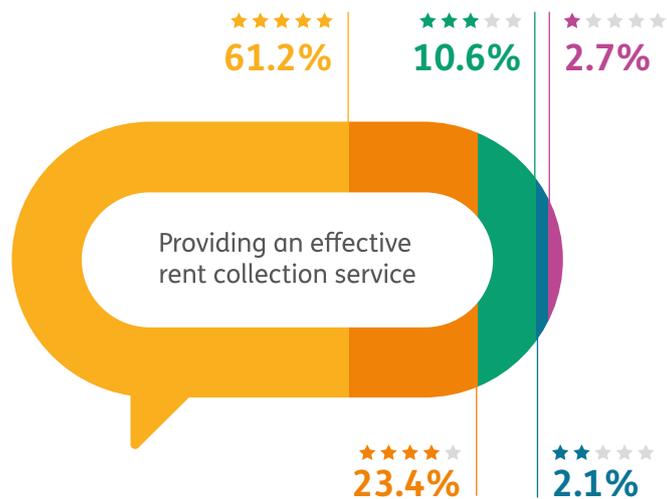
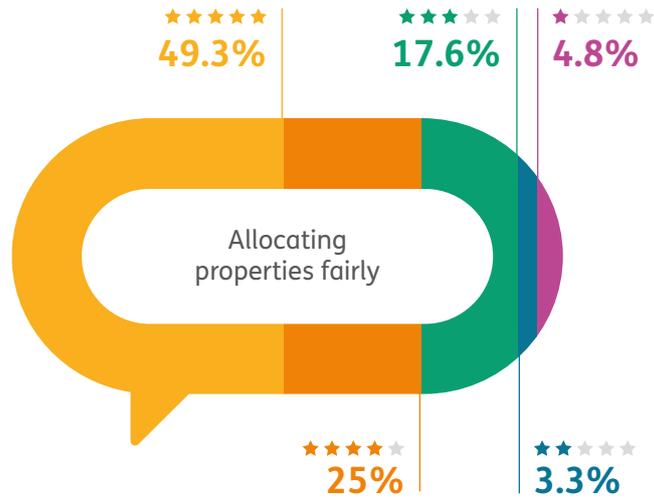
Your Home



KEY: 5 stars ★★★★★ is focusing on the right things and 1 star ★☆☆☆☆ is not.



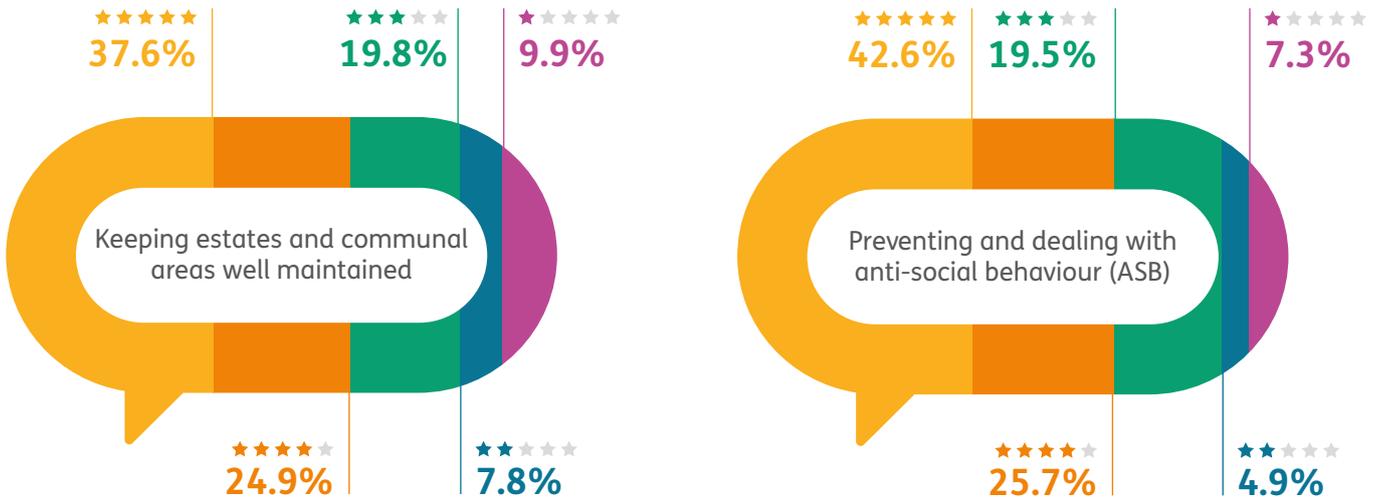
Your Tenancy



KEY: 5 stars ★★★★★ is focusing on the right things and 1 star ★☆☆☆☆ is not.



Your Neighbourhood



KEY: 5 stars ★★★★★ is focusing on the right things and 1 star ★☆☆☆☆ is not.



Your Customer Experience



KEY: 5 stars ★★★★★ is focusing on the right things and 1 star ★☆☆☆☆ is not.

While it's great to see that the majority of results show that we are focusing on the right things, there was also lots more feedback and ideas on where you told us we can improve.

Running through all service areas you told us to make things clear, easy and simple, be visible, get things right first time and keep communicating during longer processes and / or when things go wrong.

Communication came up consistently, therefore first and foremost, we want to set out a promise that commits to let you know what's happening and update you in ways that suit you, if things change or progress during your experience with us.

By listening and learning we'll...

- Make sure it's easy to contact us and that your most popular enquiries can be self-served online 24/7
- Always treat you with respect, take time to understand your enquiry and be polite and courteous in our response
- Aim to deal with your enquiry quickly and effectively at the first point of contact. If we are unable to solve it right then, we will get back to you within an agreed time to keep you updated
- Keep you informed if something goes wrong and aim to resolve your issue as quickly as possible.



On our other service areas its evident that you want:



Your Home

A quality and reliable repairs service...

... that's easy to access and gets repairs done right first time wherever possible.

To do this we'll:

- Provide easy and simple ways to report repairs
- Let you know as soon as possible if we can't make an agreed appointment or what will happen next if we can't complete a repair at our first visit.

A place to call home ...

... which makes you feel safe and secure and where you are proud to live.

In doing so we'll:

- Listen to your concerns about your property and provide advice or take action
- Undertake planned improvements and let you know when work will take place at your home
- Make sure all our health and safety responsibilities are fully met.



Your Tenancy

A fair process for letting properties and support to help manage your tenancy...

... making it easy to understand the allocation and letting process and how we can support you when you're living in your home.

In this respect we'll:

- Provide clear information about the allocation process
- Carry out checks to ensure applicants are eligible for re housing
- Offer support and advice to help you manage your tenancy
- Promote aids and adaptations that are available to help make life easier in your home.



Your Neighbourhood

**A neighbourhood that is well maintained,
clean and safe...**

... which enables you to enjoy
the community and place where you live.

In achieving this we'll:

- Be clear about what our responsibilities are on your estate and what are the responsibilities of others
- Work with you and partners to maintain and improve the appearance of your neighbourhood
- Have staff that are visible and accessible on your estate or at your scheme
- Not tolerate anti-social behaviour and will have effective processes to both prevent and deal with this.



Your Customer Experience

A customer experience that lets you know we care about you...

... our people will be friendly, helpful, respectful and flexible to your needs.

To show you we care we'll:

- Train, develop and empower our people to put you first
- Provide a complaints service that is easy to access and simple to understand
- Learn from your feedback and let you know what's happened as a result of it
- Ask you about and understand your needs so we can make reasonable adjustments to tailor our services to suit you
- Ask you about your experience as a customer.



Your Rent and Charges

Rent and charges that are easy to understand, affordable and provide value for money...

... offering you simple ways to pay, view your account and being open and transparent about how your rent is calculated and spent.

To make this happen we'll:

- Provide choice on how you pay and how you can view or obtain your rent statement
- Let you know how your rent and service charges are calculated each year
- Tell you annually how your rent and services charges are spent.

What happens next?

It's back to you to have a further look at what we think we've learnt from the Your say, services your way campaign and let us know if we've got things right, if there's anything we've missed or do you have any further ideas on what can be improved.

You can submit your comments by emailing customer.engagement@bernicia.com.

The closing date for comments will be 16th April 2021.

After this we'll work with our involved tenants and Customer Services Committee to fine tune the standards so they are smart, succinct and measurable.

Our overall aim is to have clear standards and ways of doing things that are right for you, so you know what to expect and can see how we're doing against these.

Watch out for your Annual Review which will be ready for your scrutiny on our website www.bernicia.com in May/June 2021. This will include details of our revised services standards and how you can be involved in making sure we do what we promise.

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