



SEPTEMBER 2021




We are delighted to provide you with the CXpulse Monthly. This report is designed to provide you with an insight into the customer experience teams activities for the month.

We spoke with customers about

AFFORDABILITY

THE REPAIRS SERVICE

230 is the number of tenants we called.

22% of tenants provided us with an insight of their lived experiences.

770 is the number of customers we aim to contact by December.





FINDINGS

We have picked just a few statistics that have been identified in our latest surveys that you may find interesting - we certainly did!

94%

were satisfied with their most recent repair.

89%

prefer to book repairs over the phone but noted this process is too long.

62%

consider their rent affordable.





Improvements

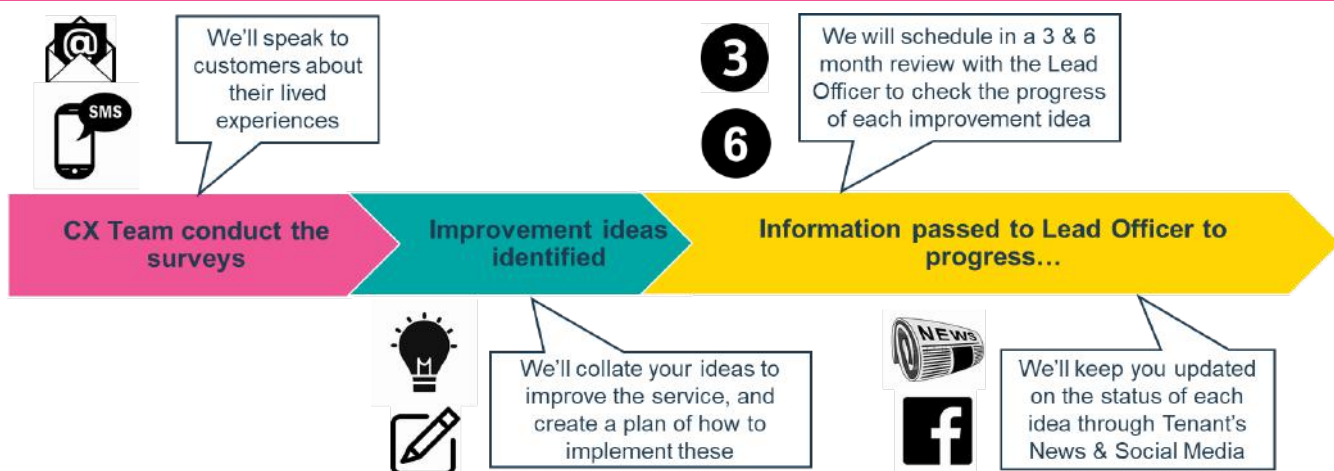
From our customers lived experiences we have been able to recommend 1 quick fix improvement and 3 long term improvements. We will keep staff and customers up to date of the progress of these recommendations.

Quick Fix

A quick fix improvement can be implemented with very little cost and use of resources.

Long-term

A long-term improvement is a more complex improvement that may involve changes to systems and processes, there will be a cost associated with this and a higher usage of resources.



We would love to hear from you, please contact the CX team by calling **01506 280434** or by email **HCBSCX@westlothian.gov.uk**