



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.

What we have been up to ...

Spread festive cheer, thanking customers for talking to us about their experiences

Spoken to customers about AFFORDABILITY

Conducted a 6 month quality review, to make improvements to our own processes for 2022!



- 114** is the number of tenants we called.
- 33%** of tenants provided us with an insight of their lived experiences.
- 120** is the number of customers we aim to contact by January.





Improvements

From our customers lived experiences we have been able to recommend 18 improvements over the last 6 months. Although most of these are long term fixes, due to cost and system changes, we've already started to progress 4 so keep your eyes peeled for updates!



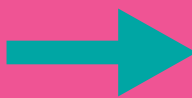
The 1st improvement underway on our list...

33% of customers told us:

I don't know who my housing officer is, or what they are responsible for.



SO....



The CX team have:

Created a spotlight within Tenant's News on the role of the housing officer & the best way to contact them.



We'll speak to customers about their lived experiences

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6

We will schedule in a 3 & 6 month review with the Lead Officer to check the progress of each improvement idea



We'll collate your ideas to improve the service, and create a plan of how to implement these



We'll keep you updated on the status of each idea through Tenant's News & Social Media



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





THANK YOU



Thank you for taking the time to speak with us this year, we really appreciate it. Your lived experiences are already helping us make improvements to the service you receive!



**HAPPY HOLIDAYS
AND HAVE A WONDERFUL NEW YEAR!**



from
**The Customer Experience Team
Housing, Customer and Building Services**

