

## CX – Service

You said ...	We did ...
<b>You were not fully aware of the role of a housing officer.</b>	We published an article in our winter edition of Tenants News detailing the role of a housing officer, and this will be an article we will be continually advertising on social media and tenant news moving forward.
<b>You were unaware when the Safer Neighbourhood Team closed your antisocial behaviour case.</b>	We recommended that the case closure procedure should be reviewed. Safer Neighbourhood Team processes have been reviewed by the Service Improvement Team and are ready for implementation.
<b>Customers informed that they were unaware of what constitutes actionable antisocial behaviour and the Safer Neighbourhood Team's assistance.</b>	We have incorporated this into our communications plan and will feature an article in Tenants News informing customers of the Safer Neighbourhood Team's assistance. This will be continually advertised on social media and tenant news moving forward.
<b>You would like HCBS to review how customer contact is logged and communicated to the Safer Neighbourhood Team by the call centre.</b>	The service has developed call scripts and will be meeting with the Customer Service Centre to discuss the implementation of a CRM form that will specifically be used for Safer Neighbourhood Team enquiries.
<b>Customers highlighted that arrears communication should consider the individual's circumstances instead of being a standard letter sent to all customers.</b>	We are reviewing our arrears communication with the Performance & Change team and the Housing Officers. The tenants will then review this and it will be marked as tenant approved.
<b>You would like the topic of affordability to be integrated into the housing application process so that customers can explore what housing options may be affordable to them before being offered a tenancy.</b>	Ongoing discussions are being had with housing need, to have this integrated into the housing application process.
<b>You would like to have more engagement with your local housing team.</b>	Ongoing discussions are being had with the housing management and officers to implement regular contact between the local housing team and the tenant.
<b>Customers stated they would like it to be easier to report a repair online via the tenant portal.</b>	We are currently reviewing a new housing management system which will offer us the opportunity to fully review how our customers book a repair online through the new customer portal. This will be done in consultation with the tenants.

<b>You would like to interact with HCBS through a dedicated smartphone app allowing you to book repairs, maintain your rent account, or contact your local housing team.</b>	We are currently reviewing our new housing management system, and we have marked a smartphone app to be included for booking a repair, view rent accounts etc.
<b>You would like HCBS to review the automated telephone system and consider adding functionality that allows customers to understand their queue position or leave a voicemail.</b>	Discussions are ongoing with the Customer Service Centre.

## Housing Need Service

You Said	We Did
<b>Youth Homelessness – Help me avoid homelessness</b>	Created Young Emergency Prevention Service (YEP)
<b>Youth Homelessness - Too many people to navigate</b>	New Youth Housing Options Approach being developed with corporate working group, terms of reference to aim to have single point of contact
<b>Youth Homelessness – Avoid need for Hotels.</b>	Commissioned Nightstop to provide community hosting to avoid use of B&Bs
<b>Rapid Resettlement Team – Make the service available for all</b>	Plans to mainstream approach across all housing

## Customer and Community Service

You Said	We Did
<b>CIS:</b> when the appointment line was introduced staff were feeding back that customers wanted to know about car parking provision at our buildings	To help both staff and customers, we put this information on our webpages
<b>Livingston North Partnership Centre</b> – following the refurbishment in April 2021 and the services moving in, customers commented to staff that they didn't know who was in the building or what facilities were available.	We requested that new signage be installed at both entrances. This has now been done.
<b>Libraries:</b> customer feedback that not enough electronic resources	Allocated Book fund resource differently to increase the same
<b>Management Committee</b> request for remobilisation support	We met with them as required, provided supporting documentation and guidance for them
<b>Registration:</b> Complaint regards process length from external partners	Re education of partners supporting improved joint understanding and customer experience.
<b>Management committees:</b> feedback that any online room booking system should have a payment facility	This now developed and integrated in the new system