



Involved Customer Update

You have been involved in a number of ways recently and from that engagement you have helped influence change and ensured the customer voice is heard throughout Connexus.

Here's how:

Phone calls and feedback emails

We have been able to work with some amazing customers over the phone and via email as well as online meetings to address issues and listen to feedback. With this feedback we have been able to gain insight and evidence for service improvement.

- Better clarification for our staff on services available to Shared Owners including support services and building insurance queries
- Shared knowledge and training for our customer services team.
- Helping to change Bathroom and kitchen replacement procedure descriptions.
- Improved clarification on what it means when customers choose to replace an item and what that disclaimed item will entail. This feedback has been incorporated in our Connexus Investment Standards.

Online Consultations

We have had 4 line consultations since June 2021 – ASB, Connexus Standards, Value for Money Strategy and Our Customer Offer

We have received some great feedback but we would love to see more customers using this to tell us their views/ideas.

Have you used it? Can you tell us what you think or why you don't use it?

Customer Offer –



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| [connexus-group.co.uk](https://www.connexus-group.co.uk)

| hello@connexus-group.co.uk

| [@weareconnexus](https://www.instagram.com/weareconnexus)

It is really important that we get this right, so we are using all the feedback that we get through surveys, complaints and compliments to understand whether the standards are what you want and expect. We have also worked with colleagues to understand what stops colleagues from delivering the service we should so that we can look to change processes that hinder us, or provide training to increase knowledge.

Scrutiny –



TENANT ENGAGEMENT EXPERTS
tpas

Scrutiny involves reviewing how Connexus is performing (by looking at satisfaction and key performance data) and looking in depth at the service that impacts the performance.

This is done by exploring information available, reviewing procedures & talking to staff to gather evidence about the service and what's good and bad about it. Once you have this, you then make recommendations on how to improve the service. This is presented to the Customer Service Committee (Board Members)

A group of customers have started looking at how we communicate about your tenancy and are currently supported by Tpas to carry out their first review. It will take place over two sessions in September and we would love more customers to take part – it's certainly a topic that affects everyone. Give us a shout if you want to join in.

Online webinars and events

Customers have been invited to a number of events held by various experts and organisations including HQN (Housing Quality Network) including events on how organisations and customers are working together and Respecting residents – are we ready to listen? Discussions.



You can also join Tpas (Tenant Engagement Experts) as a tenant member and you can do this by clicking here - <https://www.tpas.org.uk/landlord/tenant/create-member/294>

“As a Tpas member we will give you a voice in the sector and provide you with ongoing support and guidance to help you to be involved with your landlord or to lead activity in your community”

Health and Safety & Compliance

Some customers have been working with our Compliance team to look at Fire Safety in communal blocks, gas safety checks, and safety in your home.

Through a desktop audit, one customer was able to identify an IT and Paperwork error and we are working to correct this as soon as possible. The next audit is just about to start

The next meeting with the compliance team is in October 2021, we will look at the latest audit, the action plan from the safety at home meeting and the overall performance in compliance.

A BIG Thank you!

A good number of our customers have been involved in helping us talk to Tpas and Office of Modern Governance, who we have worked with to review how we do some of our services including how our board liaise with customers and how we conduct our engagement opportunities. Your feedback is so valuable ensuring we hear our customers and shaping our services towards a better service for you for the future.

However you choose to be involved - your feedback is really valued and always shared with managers of the service area. We combine feedback from these engagement opportunities with complaints, compliments and surveys in order to provide a good overview of customer opinion on our services, which then enables us to create services that suit you and provide a high quality service

If there are other ways you would like to get involved or share your feedback please don't hesitate to give me a call or email and we can have a chat through, I'm always happy to help.

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