



# Broadacres



OUR RELATIONSHIP  
WITH YOU

OUR COMMUNICATION  
PROMISE

YOUR VOICE &  
INFLUENCE

OUR ACCOUNTABILITY  
PROMISE

OUR QUALITY  
PROMISE TO YOU

WHAT WE DO WHEN  
THINGS GO WRONG



## GREAT PEOPLE RELATIONSHIPS

We will treat you with respect in all interactions.

Relationships with you will be based on openness, honesty and transparency.



## HOW WE WILL DELIVER THE PROMISE

We are making our service standards clearer and more accessible so you can easily assess the quality of service you receive.

We analyse your feedback more efficiently so we can understand quicker where we are getting it right and where we need to improve.



## HOW WE MEASURE THE PROMISE

- Annual customer satisfaction survey.
- % of enquiries dealt with first contact.
- % of repairs dealt with first contact.



## GREAT CUSTOMER EXPERIENCE COMMUNICATION

You will receive clear, accessible and timely information about the issues that matter, including important information about your home and local community, how we are working to address problems, how Broadacres is run, and information about performance on key issues.



## HOW WE WILL DELIVER THE PROMISE

We will regularly share feedback and explain how we have used it to improve our services.

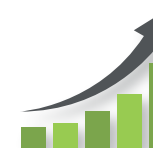
The Annual Report is developed with customers to agree the content and confirm the key issues.

We will share a customer agreed performance dashboard on the Broadacres website and social media.



## HOW WE MEASURE THE PROMISE

- % of appointments on time.
- Customer performance dashboard.



## GREAT CUSTOMER EXPERIENCE

### VOICE AND INFLUENCE

We will seek and value your views and will use this information to inform decisions.

Every individual customer will feel listened to by us on the issues that matter and can speak without fear.



### HOW WE WILL DELIVER THE PROMISE

We will encourage feedback using a variety of survey methods, including: phone calls, text messages, email, social media, website and focus groups.

We will use your feedback to improve services and keep you informed about improvements. Our Performance and Improvement Panel (made up of customer volunteers) makes sure we act on your feedback, and reports to the Broadacres Board.

Through our Community Development Fund we will continue to involve customers in decision making about small grants for community and voluntary groups to deliver projects.

### HOW WE MEASURE THE PROMISE

- Number of returned customer satisfaction surveys.
- Share customer agreed improvement within the Annual Report.
- Amount of money donated to the community from the Community Development Fund.



## GREAT CUSTOMER EXPERIENCE

### ACCOUNTABILITY

Collectively, customers will work in partnership with us to independently scrutinise and hold us to account for the decisions that affect the quality of your homes and services.



### HOW WE WILL DELIVER THE PROMISE

Our Customer Engagement Strategy sets out how we make sure Broadacres is accountable to you.

We are governed by customers on our Customer Experience Committee, working with us to use your feedback to help us improve services.

We will publish details about where the decisions of Broadacres Board has been influenced by your feedback and concerns.



### HOW WE MEASURE THE PROMISE

- % of completed actions from customer scrutiny reviews.
- Annual Report published online.
- Customer performance dashboard published online.



## GREAT HOMES QUALITY

You can expect your homes to be good quality, well maintained, safe and well managed.



## HOW WE WILL DELIVER THE PROMISE

We will listen to your feedback about how we can improve repair services for you.

We will analyse issues and problems occurring in your homes to help us deal with the root causes.

We will constantly review our work to make sure your home is safe, warm and free from damp.



## HOW WE MEASURE THE PROMISE

- Repairs satisfaction.
- Health and safety monitoring.
- New lettings satisfaction.
- Net Customer Promoter Score.



## GREAT CUSTOMER EXPERIENCE

### WHEN THINGS GO WRONG

You will have simple and accessible routes for raising issues, making complaints and seeking redress. You will receive timely advice and support when things go wrong.



## HOW WE WILL DELIVER THE PROMISE

We have a clear Complaints Policy and process, which is available to all customers.

We will respond quickly to serious anti-social behaviour, such as violence and hate crime, and work with multi-agency community partners to find resolutions.



## HOW WE MEASURE THE PROMISE

- Complaints satisfaction.
- Anti-social behaviour satisfaction.
- % complaints resolved at first stage.



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Broadacres Housing Association Limited is an exempt charity. It is a registered provider of social housing (**registration number LH4014**), regulated by the Regulator of Social Housing, and is a registered society under the Co-operative and Community Benefit Societies Act 2014, **society number 27656R**.

