

Our Stated Commitments To You:



1. We will increase the number of inspections to completed repairs to ensure we continuously assess the quality of our service.

2. We will improve the way we communicate with you regarding the status and progress of your repair.

3. We will contact those of our customers who raised issues with the quality of their homes and rectify or communicate when improvements will follow ***this will be only for customers who have given permission for our surveying consultant to pass their contact information to us***

4. We will improve the way we review outstanding repairs service requests and manage the timescales for more efficient delivery through our contractors.

5. We will commence a full and comprehensive stock condition survey within 2020/21* to assess where improvements are needed within your homes.

*This has unfortunately been delayed due to Covid 19, and will be completed during 2021.

Our Stated Commitments To You: (Continued)



6. We will communicate in advance our plans to make major improvements to your home, such as new windows, kitchens, bathrooms and heating systems, so that you are clear about the replacement timetable for your home.

7. We will review our rents annually through our new rent re-structure process to ensure you are charged a fair rent for the size, type and age of your home.

8. We will be more visible and present within our communities, working with more mobile technology and ensuring your communities and estates are healthy, vibrant and safe places to live.

9. We will seek customer's feedback on the quality of our landscape maintenance and reflect the feedback in the work our contractors do within your community.

10. We will improve the way we capture your requests, seeking to complete every call or contact in the first instance, and ensure, wherever possible you are given clear understanding as to when we will respond and resolve your enquiry if this is not possible.

Our Stated Commitments To You: (Continued)



11. We will seek to engage you on key areas of our business and ask that you help us influence and shape future service improvements through facilitated small working groups.

12. We will survey a proportion of our customers every month, rather than annually to more regularly assess how satisfied you are with the services BHA provide.

13. We have and will continue to work to improve the way we identify and respond to customer complaints, through staff training and review of complaint trends as they are received by the organisation.

14. We will focus on some of our least satisfied communities in Greenlaw and Coldstream to understand how we can provide better services to you.

15. We will aim to engage and support working households and customers with children who were less satisfied (on average) with the services you received from BHA.