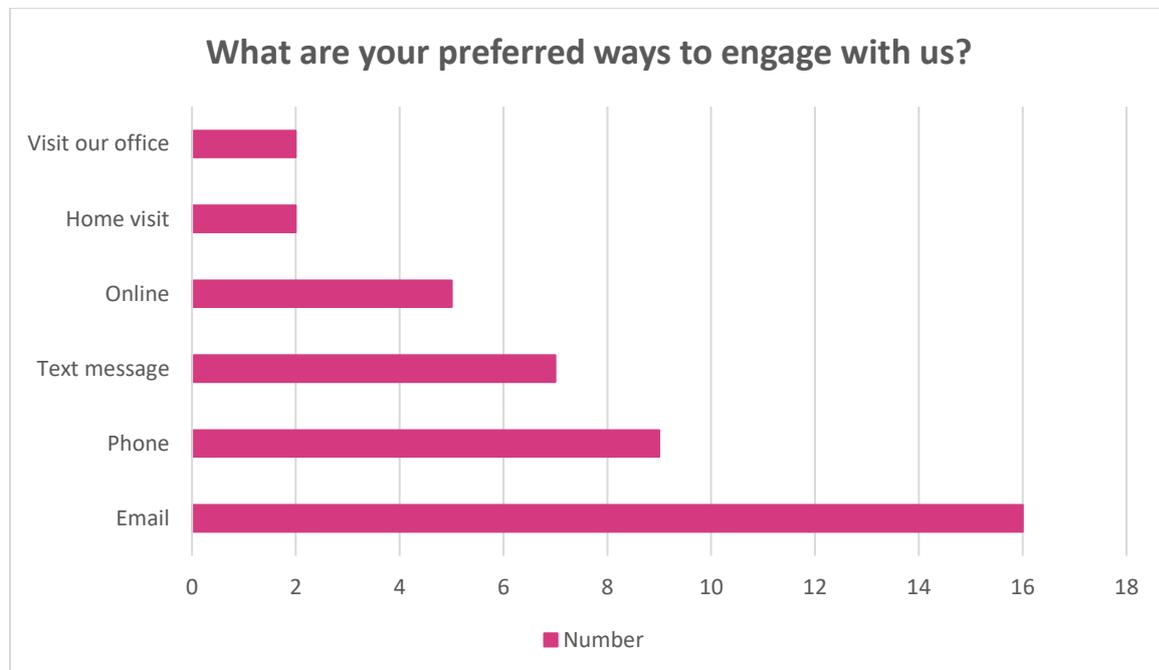


## Customer Service Survey Results

In our spring email newsletter we asked tenants a few questions about customer service at Ancho.

We received 19 responses.



### What are the most important services to you as a tenant?

I think it's important for services to be done within the building i live in ie: cleaning been done every week, the security doors being continually checked as there are always issues with them recently.

Maintenance

Repairs Antisocial behaviour

Upkeep of properties

Repairs

Easy communication

Keeping the bin area tidy

Essential and required repairs and upgrading of property.

getting repairs done quickly and that my home is safe for me to live in in line with housing standards and regulations

Home improvements and quick repairs

Response to repairs, and financial advice and support

Really good

Keeping update on repairs and updated on any changes being made by yourself

Ancho don't provide any services to me, they only increase the rent every year and waste money on smoke alarms which aren't needed when what they should be doing is maintaining their properties. I still have a 60-year-old front door and 26 year old double glazing which has handles missing and lets major drafts in through the seals. So services? I've no idea what they are.

Having a good housing officer that can assist you
Good access to services & staff
Repair reporting.
Repairs and Maintenance
Repairs & house upgrades
being able to get in touch with the housing and problems or repairs dealt with Asap

**During the pandemic, we had to adapt the way we communicated with you, particularly by making use of technology. Did your skills and knowledge of technology improve over the last two years? Please explain why or why not.**

I feel mine stayed the same, I definitely used my phone and other devices a lot more throughout the pandemic.

No. It's my job to keep up with technology.

Same

Yes, didn't have a choice and only way to get delivery

Didn't enjoy having to do just about everything online, although this is not limited to ancho but everything

My skills never improved as I'm not that good with technology

No because we were already ICT literate and I hold a degree.

I use technology in my work in education so no different from before the pandemic

Stayed same.

Yes, it became an important way of communicating

Good

Would say it was just the same as always

I think the question you're actually looking to ask is "was our communication effective during the pandemic. Could you could you contact Ancho is a way that made it easy for you resolve your issues given the way we had to adapt with our use of homeworking"

I hope Ancho is not going to start claiming they' had a hand in up-skilling the community due to their approach, because I have a 90 year old neighbour who's been using a smartphone the last 4 years.

The technology we've been using to communicate with everyone has been in use since the 90s remember msn chat? Webcams - which are now built into our laptops and phones. So no - it's the same tech, so we're all skilled up as no one's reinvented the wheel.

As far as Ancho's comms go - you called the number and you still got to speak to someone, frankly I didn't notice any difference between you being in the office or at home your system is equally as slow either way, I feel sorry for the staff who had to take the calls who probably felt because they were sitting in their own home that they had to gibber away like we were long lost pals in order to fill the awkward silences while the system loaded up because otherwise it would have been just weird for them...or maybe they were lonely being stuck in the house all day and were glad someone called and deliberately had us hang on the line - ok maybe you should all have a group hug when you get back in the office...

I already knew how to do it

Yes

No, I was already proficient.

Much the same.

No really

No, as I didn't do anything different to contact Ancho, still used the phone for repairs

## What services could we improve as we look to the future?

Cleaning within the building, especially in the bin cupboards. I feel if rent is increased then this service should be done more if we are paying more each month.

Nothing, I believe the services provided are good

Antisocial behaviour

Check work and repairs carried out to standard

Communication

Had no problems with services with ancho so far, any problems have always been dealt with.

Home improvements

Not really sure as I have never had any problems getting things done either with ANCHO or Cairn

Litter removal in the area and adequate parking in each area. Also many fences have come down during the storms. We reported this problem immediately, but our fence remains down and we have had no word on the repair. This alongside litter makes the area look very poor. Tenants could be offered an annual questionnaire where they highlight any deterioration/wear and tear of interior/exterior properties - this would highlight needs of upgrading.

Exterior support on communal areas

Getting better companies to do work that is getting done for your tenants. Half of them don't care and are always problems after work has been done every time

Oh come on, I haven't got all day...actually I have today, so strap yersels in...

How about coordinating your repairs and maintenance system.

For example - if you've a gas boiler check scheduled for March 13th and new smokes scheduled for March 20th - how about scoping that 6 months previously and having them come the same day, as some people just really hate wasting holidays, especially on unnecessary work or for the numpty tradesman they've sent out to tell us "I'll need to come back the morra pal" - but mate, your office said you'd have one in the van and they didn't need to take the model number I offered them - "aye, but I've no goat wan and I'll need tae order it"...

GET OOT!

Don't tell me it can't be done because it can, you just need to put the work in, plan ahead. If you need a database constructed that would help facilitate that futuristic and progressive (1990s) approach then give me a shout and I'll show you what can be achieved - for price of course.

And maybe have your tradesmen (and their handlers) listen to the tenant because as well as living with the issues, some of us are - dare I say it - professionals too - your gas contractor could have saved me 5 holidays at least last year if he'd just listened to me on their first visit - thankfully the second last guy listened and within 30 seconds found the fault which was - as I suggested on the 1st visit - a bad connection, which had been exacerbated by the 4th unnecessary safety check of the year of the boiler - do see all the hassle and waste that's caused by not being organised and by doing stuff that doesn't

actually need done? The only difference between a safety check and a service is - survey says - the paperwork.

Other than that - replacing my windows and door when you said you would - although I guess you'll need to build a time machine to achieve that now, so let me rephrase - maintaining my home to a standard that makes me want to stay here because I'll be honest, the only reason I'm still here is out of absolute necessity.

The rents go up and all I get for that money are smoke alarms replaced 5 years before they need to be and all you can eat gas safety checks.

Rent used to be £180 it's now more than double that, you even added £50 a month because I had a garden - which was just a way of bumping up the rent, which was probably illegal too - you took £3500 from my profit when I sold this place to you, spent £1000 on a bath suite, which caused no end of plumbing issues and heating, where you ripped out the only heating system that worked in this flat - the original storage heaters were binned and you replaced them with a reduced number of storage heaters and inefficient panel heaters which sent my electricity costs through the roof as well as being completely ineffective at heating the property were installed, which meant a couple extra chest infections a year - so thanks for that, but God knows what you did with the other £2500. (We won't mention the old directors ;) I mentioned them once but I think they got away with it...)

I mean yeah sure, you put in a new kitchen what 10 years later that made zero difference to the space in the kitchen (I've never known a kitchen so large to have such little counter space) because you didn't want to take out a cupboard (2ft x 2ft that's never used) because of artex in the ceiling - only for your "asbestos specialists" you sent out before a rewire to completely wreck the living room and kitchen ceilings anyway, which then meant they had to be replaced (well - lowered...)

I have to say though, the sparks, for the rewire - first class, the British Gas lads as well - first class, even though I fell through the floor after they'd finished - but I was impressed with them, it's just a pity that gas central heating doesn't suit these property types - I really miss those original storage heaters especially in the winter - my neighbour still has them and he pays 1/3 of what I pay in energy costs - they maybe 50 years old but they're still going strong and his flat is always cozy, do you know why? Because those heaters fitted the design of the property - constant heat which is exactly what's needed in these construction types but you can't do that with gas or panel heaters because you'd be pot-less by the end of the week.

I would have thought there would be someone in Ancho who would be aware that effective heating of a space is an engineering problem that needs an engineered solution - you don't just fit any old system because it fits your price range or because the government is giving you funding - the solution needs to fit the problem - that's how I was taught but I'm well aware Ancho's priority is doing the minimum that meets it's regulatory obligation - doing it right - has never been their thing.

Remember the handle you fitted on the inside of a common close cupboard that you can't even stand in and them tried to bill everyone £50 quid for the privilege - oh how we all laughed...

Other than all that - yer doing a grand job...

\*thumbs up\*

How the staff treat their tenants

Regular updates to services and what's available

Repairs. There seems to be a serious lack of communication between workmen and housing inspectors regarding what work has to be done. The work also tends to be temporary fixes, botched and/or unfinished most times.

Notifications of improvements with more detail.

External fencing upgrades

## Summary

From the feedback and suggestions that you have made, we have already started to work on making changes that will make a difference to ensuring that we provide you with an excellent service at all times.

As always, we are extremely appreciative that so many tenants take the time to complete the survey that provides us with valuable feedback.