



The Starting Point - Customer Satisfaction Survey 2016

Some of you were contacted in late 2016 by The Knowledge Partnership, who were carrying out a customer satisfaction survey on our behalf. Nearly 500 tenants from across our houses were interviewed.

Some of the results were very good, showing improvements on the previous survey in 2014, including:

- ✓ An increase in satisfaction with the repairs service.
- ✓ An increase in satisfaction with the re-let standard of homes.
- ✓ More tenants satisfied with their opportunities to participate in decision making.

However, in some areas, customers were less satisfied than before, including:

- ✗ A reduction in satisfaction with the quality of some homes (although this differed between areas and house types).
- ✗ A reduction in satisfaction with Atrium's management of neighbourhoods.
- ✗ A reduction in satisfaction with the overall service.

Overall, the survey did show around 4 out of 5 of you are mostly happy with what we're doing, which is reasonably good.

But we cannot ignore:

- ✗ We are below the Scottish average in all the main areas.
- ✗ Only 2 out of every 3 of you think our rents against services constitutes value for money.

How are we going to develop things?



Going forward, we believe we'll achieve our vision of quality affordable homes, sustainable communities and life chances for people by focussing on four elements which are all related:

- ★ Taking care of our Customers
- ★ Taking care of our Housing
- ★ Taking care of our Communities
- ★ Taking care of the Business.

Taking care of our Customers

Customer Care

We believe, where possible, when you contact us:

- ✓ You should have your service delivered, your problem resolved or your question answered at your **first** point of contact.
- ✓ You should know the standards and timescales we work to, so your expectations are based on this.

The Customer Satisfaction Survey showed that:

- ✓ Initial contact with Atrium was positive and easy to achieve.
- ✗ We let ourselves down in our follow up and in keeping in touch to tell customers what was happening with the issue they raised.

So, amongst other things, we're putting measures in place to try to achieve this balance.

Customer Engagement

- ✓ We know that involving and consulting tenants in managing Atrium and our services helps us provide better, more effective and efficient services.
- ✗ We also know that 'one size fits all' doesn't work. When it comes to getting involved, different customers have different requirements and interests.

So, here's what we plan to do:

- ✓ We'll provide more and better information to you about what we do and how we do it.
- ✓ We'll expand the methods we use to try to get more of you interacting with us, including better use of IT, social media, Your Voice panels, focus groups, local surgeries and estate inspections.
- ✓ We'll put resources into developing scrutiny panels where we can sit face to face with customers and discuss the issues that are important to you.

Information Technology

We plan to use IT as much as possible, so:

- ✓ Staff can do their jobs more efficiently.
- ✓ You can have better access to us through online accounts.

We want to give you online access to all our services so you can:

- ✓ Pay your bills, order services, book repairs, make suggestions/complaints and track progress - any time, day or night.
- ✓ Sign up for email and text alerts for services.

By doing all this online, we can keep our most expensive contact channels (telephone and face to face) for offering support to those most in need.

Taking care of our Housing

The Customer Satisfaction Survey showed differences between how tenants in different areas perceive the quality of our houses:

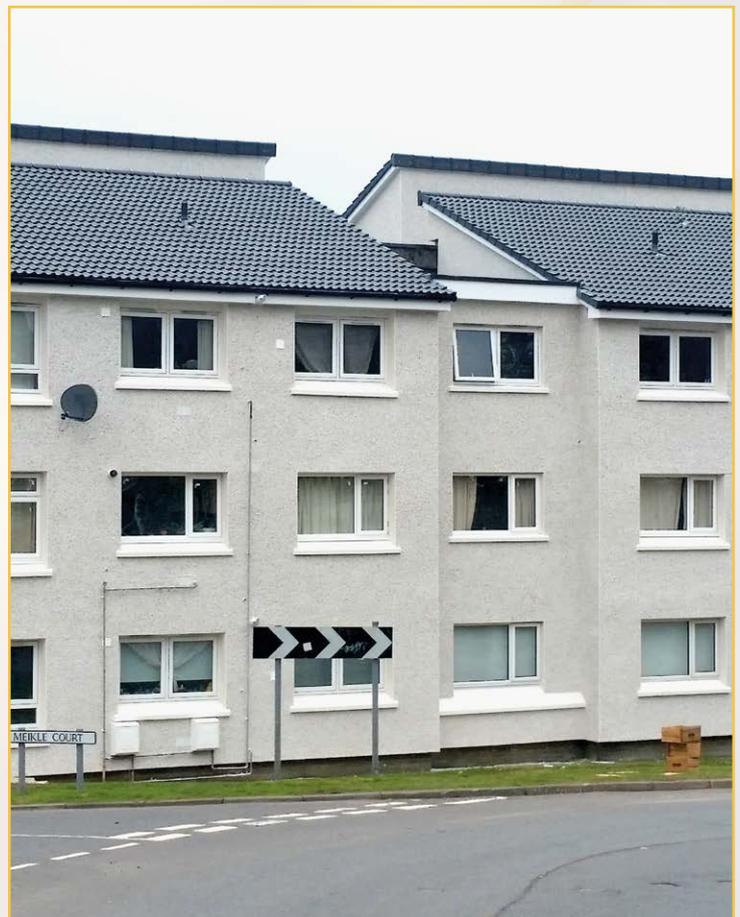
- ✓ Tenants living in newer houses were more satisfied.
- ✗ Tenants living in older houses were less satisfied.
- ✗ Dissatisfaction related mainly to the internal condition of the properties.

In response, we've developed Atrium's "Fit for 21st Century Living" Standard. This covers a range of elements of a property, inside and out, and sets a standard for what we see as 'quality affordable housing'.

Not every property will require major work to reach the Standard - many are already there. But we'll use this to help plan our future investment activity, with the aim of bringing all our housing to this Standard by 2025.

So, here's the next steps:

- ✓ Over the summer we'll be running a consultation exercise for customers on the "Fit for 21st Century Living" Standard to make sure we have it right.
- ✓ We'll then begin to develop work programmes and priorities.
- ✓ We'll identify suitable contractors and start bringing homes up to the Standard.



Taking care of our Communities

Part of our vision is to create 'sustainable communities' - this means communities which are prosperous, healthy, clean, green, safe and, above all, communities where people want to live.

We can only achieve much of this through working in partnership with other agencies such as East Ayrshire Council, since they have legal responsibility for managing so many of the core services like roads, cleansing, dog warden and street lighting.

But there are still things we can do by ourselves and we're already actively progressing some of these, such as our Money Advice Service. This has supported many tenants through difficult periods in their lives and has helped many others access help and support that they wouldn't have received otherwise.

So, here's what we want to do next:

- ✓ To continue with our Money Advice Service if we can and also develop it to help vulnerable tenants keep their homes.
- ✓ To continue to provide support for local groups who already do so much for their communities, as well as new groups whose objectives for their communities are in line with our own.

WHAT HAPPENS NEXT?

We're still developing our Business Plan based on the main proposals outlined here. We haven't reached any final outcomes as yet. We're aiming to do this to fit in with our general consultation exercise on our "Fit for 21st Century Living" Standard over the summer. This means we'll be able to show you the costs involved and potential impact on rents as well.

Look out for details on the consultation via our Facebook page and our website. We'll hold some local events in different areas and we'll also have a display in our office reception.

Taking care of the Business

Good governance by the Board

We focus on this a lot because it's so important to the way we work.

- ✓ We know we're already good at governance because we rank highly against the Scottish Housing Regulator's standards for this.
- ✓ So we're going to keep our governance on track, as it's essential for the rest of our plans.

Getting the best from our people

We all know that people are Atrium's biggest asset. Getting the best from our people involves structuring and staffing Atrium properly and making sure our people are equipped to do the job. This can include practical equipment, but for us it's also about:

- ✓ Training our people to give them the skills and knowledge they need to carry out their role effectively.
- ✓ Developing them as individuals.
- ✓ Recognising and rewarding their contribution.

Financial management and planning

We have solid plans in place to manage our finances so we can achieve our objectives and deliver our promises to you. Here's how we do it:

- ✓ We prepare a long-term plan (up to 30 years).
- ✓ Every year we review our financial requirements through a budget - we base this on actual expenditure in previous years.
- ✓ We make sound investment plans based on well-founded knowledge.

In doing this, we look at things like projected interest rates, projected inflation rates and projected rental income and increases.