

CHS GROUP Service Standard on Customer Feedback in General Housing, Sheltered and Extra Care, and Community Support Services

We want to deliver excellent services which exceed your expectations of them. We can only do that by better understanding what you think about the services we provide. Your feedback is therefore vital.

Our commitments	Our target	How we will monitor this	Where performance will be reported	Who is responsible for monitoring
We will formally consult you about any significant changes to your tenancy or to your home. For example, this might be about your service charges, our rent policy or refurbishment.		Quality Assurance Framework	Annual Report to Customers Number of consultations reported quarterly to Operations Committee	Head of Service
We understand that everybody is different so when we formally consult with you we will always provide a range of ways for you to feedback to us.	100%	Regular audit	Annual report to Operations Committee	Head of Community Investment
We will regularly keep track of how you feel about CHS and your services so that we can plan and make improvements.	45% of customers consulted a year with 50% response rate	Annual service plans	Annual reports to Operations Committee Satisfaction levels monitored quarterly Operations Committee	Head of Community Investment
We know repairs and maintenance issues are important to you and so every time you score us poorly (1 or 2), you will receive a follow up call so	Contact you within 3 working days		Operations Committee	Head of Property Services

that -so we can better understand why, and put things right.				
We know you value opportunities to provide face to face feedback so every year we will ask at least 30% of you for feedback in this way.	33% customers offered this opportunity a year	Annual service plans	Annual report to Operations Committee	Head of Housing Management
We know we need to be better at communicating how your feedback has made a difference so we will let you know the results within a month and what we will do as a result within 2 months. We will be open about any reasons where we cannot make changes too.	90% results within a month 100% of action communicated within 2 months	Quality Assurance Framework	Quarterly report to Operations Committee Annual Report to Customers	Head of Community Investment

