

# TENANT UPDATE

Loretto  
Housing

Tenants play an important role in helping Loretto Housing improve our services. Your views really matter and shape how we deliver repairs and upgrades to your home and community. Find out more about how your feedback is helping us help you.



## We are here to support you

We're always here to help you. The Customer First Centre is central to our new way of working, with expert staff there on hand 24/7 to support you with any enquiries and requests.

You can contact us by phone, via webforms on our website or through webchat in your online account, and our experienced advisors and housing professionals will help. You can do all this without leaving your home.

If you need to see us in person, we will come to you. Here are some figures from 2022-23.

**30,824**

Calls received

**50 seconds**

Average waiting time

**89%**

Enquiries resolved at the first point of contact

**76.9%**

Calls answered within 30 seconds

# Improving repairs

Thank you for your feedback which helped us improve the repairs service.

We always try to arrange repairs at a time to suit you. Our specialist MyRepairs team also helps get repairs sorted quickly. We held events with customers before launching our new 'Book It, Track It, Rate It' app to make sure it meets your needs

The app tells you when a repair is booked, when a tradesperson is due and lets you rate the job afterwards.

We're also focusing on damp and mould. Complaints are investigated within 48 hours and we'll complete repairs within 15 days.

We'll keep listening to you to help make repairs better.

## 14,412

Reactive repairs delivered

## 89.8%

Satisfaction with repairs or maintenance in past 12 months

## 92.6%

Repairs completed right first time

# Your community

We know you want to be proud of your home and neighbourhood. We want to work with you to improve homes, making them safer, more energy efficient and more attractive places to live.

The new low-carbon homes we build also help transform lives and communities – and we'll build more family homes because you told us that's what you want.

We asked you how we could make it easier to apply and bid for a new home,

and you told us we could make our priority bands clearer and provide more information, and we have now done that.

Our friendly Neighbourhood Environmental Teams (NETs) help keep your community clean, green and safe.

You can now request a service from your NETs team using your web self-service account – and you can see the schedule of cleaning and landscaping services for your area too.

## 205

New homes built in 2022-23

## £1.3m

Invested in planned upgrades to homes and communities

## £460k

Invested in new windows

## £262k

Invested in new kitchens

# Engaging with you

We'd like to thank everyone who has got involved in our decision-making. Focus groups – on repairs, for example – help us improve our services.

Surveys, neighbourhood walkabouts, open days and the other ways you make your voices heard also ensure we reflect what is

important to you and what your priorities are. So please continue to get involved as much as you can and help shape what we do.

There are always lots of opportunities for you to help us design the right services for you and we look forward to seeing as many of you as possible in the months ahead.

## 60

Tenants recruited as 'Customer Voices' in 2022-23

## 58

Customers on regional panels to look at rent, safety, environment and more

## 42

Events and activities held

