



Working Together Live Event

Thanks to those who joined our recent working together live event. This was on the theme: Customer Experience.

Some great questions were asked during the live event, such as:

What's your policy for dealing with social media enquiries?

- Our digital team within Customer Experience deals with this. We'll answer generic questions on social media, however any personal enquiries will be handled via the private messaging function for privacy. We do have some rules about what can be posted which are on our Facebook page. We try and deal with enquiries on the same day they're posted (Monday to Friday).

Why can't the Customer Experience team answer the phone more quickly?

- We understand that our call times are not always where we want them to be. We're constantly looking at how we can do better at this. In January we employed a resource planner to help us understand our busier times of the day and what level of resources would be needed to maintain the service. For example, we've identified that between 2-3pm our wait times are longer than normal. We now avoid meetings at these times for our Customer Experience team so staff can answer the phones and we move our digital team over to support the phones at this time too. We also stagger lunch breaks differently, so we have more staff available and have part time staff who work during our busiest times. We're also developing more ways customers can 'self serve', for example customers can raise a repair and pay their rent on the online account.

Why don't you have a 24-hour call centre?

- We have an out of hours service which deals with emergency repairs. But there are lots of ways to contact us out of hours. You can email us at customer@vividhomes.co.uk, message us on Facebook or Twitter. The online account is available 24/7 where you can check your balance, pay your rent, raise a repair and more. Check out on our web page how you can register. We're aiming to develop more ways for customers to 'self serve'

when the office is closed. For instance, we now have a chat bot on our website which answers basic queries, so please give this a go.

Why don't I get a call back when I am promised one and have to chase it up?

- Our Customer Experience team aim to deal with all calls on the first call so that no call backs are needed. But when we do have to involve other officers or teams then a call back request is made and that should be made by the end of the next working day. Our supervisors and managers monitor this to ensure that we are achieving that and have targets in place. A reminder will be sent to all managers about this feedback to make sure that they are maintaining our standards.

We also received suggestions of how we could improve our service, such as:

- Explore the use of a tick box so customers can notify us if they wouldn't mind being contacted outside of normal working hours.
- Share more information when there is a queue for the phone lines, such as expected wait time, number in the queue and advice of when to call back at a quieter time.

Thank you for these suggestions, we'll explore them.