

A summary of the Stockport Homes Customer Roadshow 2023

During July 2023, 95 Stockport Homes colleagues enjoyed getting out into your communities, visiting you at home and chatting with you. You gave us some really useful feedback about what is important to you and we are using this to make some positive changes.

Here's a summary of what happened



We spoke with

3 6 2

customers in total



We visited

2 7 9

people at home



8 3

customers took part
in an online survey

We visited customers across the Borough in

Heald Green
Romiley
Davenport and Cale Green
Bramhall
Hazel Grove
Marple
The Heatons
Offerton
Town Centre
Woodley
Cheadle and Cheadle Hulme

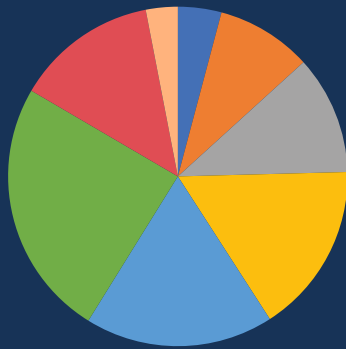


We chose to visit these areas as they are where we have the highest number of customers who had no email address or mobile phone number on record.

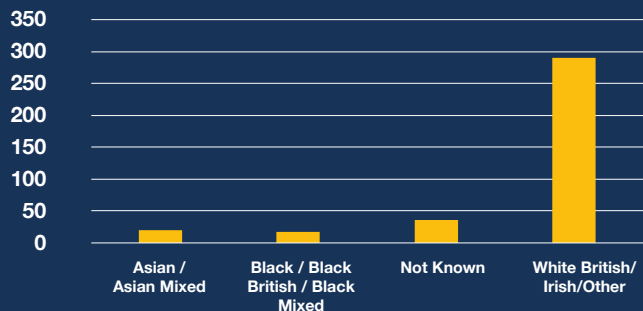
Who took part?

Age of customers who took part

20-29	4%
30-39	9%
40-49	11%
50-59	16%
60-69	18%
70-79	25%
80-89	14%
90-99	3%



40% of people who took part were under the age of 60. This is slightly less than the number of under 60's across all of Stockport Homes' tenants.



80% of people who took part were from a White British / Irish / White Other background.

10% of people who took part were from an ethnic minority background including Black, Asian and mixed heritage. This matches the make-up of our tenant population.

What We Learnt



We asked customers what matters most to them about their home, their neighbourhood and the services that Stockport Homes provide. There were clear themes in what customers said to us.



The number one most important theme was feeling safe. Customers talked positively about liking their home and their neighbourhood and the importance of good neighbours.



Some customers talked to us about anti-social behaviour including the negative impact of noise nuisance, drug taking, littering, vandalism and off-road bikes.



Having a comfortable and well-maintained home featured highly. Being able to report repairs quickly, repairs being done on time and being kept informed about repairs was also important.



Customers said liking their local area was important, along with being close to family, friends and shops.



Customers talked positively about the support available from Stockport Homes including help with finances, finding a home, moving home and accessibility.



Generally, customers said that all aspects of the way services are delivered are of high importance and satisfaction with services was high.

There were some areas where customer satisfaction was a little lower. These were:

- We don't always give clear timescales and stick to them.
- Staff don't always provide clear answers when issues are raised.
- We could be better at recognising when things have not gone right, apologising and finding acceptable solutions.
- Our staff sometimes just follow our policies and procedures rather than proactively trying to resolve problems with you.

What difference has it made?

Through the information we gathered we have updated:

84

customer email addresses

150

mobile phone numbers

123

language preferences

185 customers signed up to receive the digital customer newsletter.

48 customers who don't have an email address asked us for a paper copy of the customer newsletter.

We reported 187 other queries that customers talked with us about including repairs, anti-social behaviour, support to move home and support with the cost of living.

We have developed a new Customer Charter shaped by our learning from your feedback. The Charter has five key themes which will be our focus when delivering services to you:

- 1 Being Responsive
- 2 Listening and Learning
- 3 Great Communication
- 4 Being Flexible and Fair
- 5 Respectful