

Outcome 3**Resident satisfaction with Homes for Haringey****Red**

Target: To be in London top quartile by 2022 (currently 78%)



Customer satisfaction at the end of 2018/19 is 63%, down from 65% in 2017/18.

The Homes for Haringey customer satisfaction improvement group is already delivering improvements against the five key themes within its programme plan, designed to improve customer satisfaction.

Programme highlights to date are that HFH has:

- Started its comprehensive leadership training in September 2019.
- Embedded a new approach to managing Complaints and Member Enquiries.
- Responded to customer feedback by making changes to the reporting of communal repairs, and piloting a new grading system for estate cleaning.
- Commissioned a follow up customer survey for supported housing which aims to test the impact of changes in our service delivery. This is due to report in December.
- In addition, HFH commissioned a separate customer survey for leaseholders over the summer in order to identify their specific concerns. The results are currently under review and the findings will be incorporated into our improvement plans.

This indicator has been rated as red due to the long-term negative direction of travel. In light of recent events a decision has been taken to postpone the summer 2020 resident satisfaction survey; we have instead commissioned BMG to carry out a coronavirus survey, primarily focusing on wellbeing and financial resilience.