

# TENANT UPDATE



Tenants play an important role in helping Wheatley Homes East 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.

**72,869**

Calls received

**44 seconds**

Average waiting time

**89%**

Enquiries resolved at the first point of contact

**77.5%**

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.

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 renewing our focus on dealing with damp and mould in our homes and will investigate complaints and complete repairs as quickly as possible.

We'll keep on listening to what you tell us to help make the repairs service even better.

## 33,931

Reactive repairs delivered

## 91.2%

Satisfaction with repairs or maintenance in past 12 months

## 94.6%

Repairs completed right first time

# Your community

We know you want to be proud of your home and neighbourhood. We'll work with you to make homes safer, more energy efficient and more attractive. We'll also build more family homes because you told us that's what you want.

You told us flexibility in the way we allocate our homes was important. In Edinburgh we're part of EdIndex, the common housing register, to make it easier for you to apply for a home.

In the other areas, we asked how we could make it easier to apply for a home, and you told us we could make priority bands clearer and provide more information. We've now done that.

Our Neighbourhood Environmental Teams (NETs) keep communities clean. You can request a service from NETs using your Wheatley Homes East online account – and see the schedule of works for your area.

## 283

New homes built in 2022-23

## £3.3m

Invested in planned improvements to homes and communities

## £1m

Invested in improving Edinburgh tenements

## £450k

Invested in new bathrooms

# Engaging with you

We'd like to thank everyone who has got involved in our decision-making.

Focus groups at New Mart Road on repairs, community safety and engagement helped us improve services. Surveys, neighbourhood walkabouts, open days and other ways you make your voices heard also ensure we

reflect what is important to you and your priorities.

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.

## 300

Tenants recruited as 'Customer Voices' in 2022-23

## 139

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

## 166

Events and activities held



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