

25 May 2017

Weekly update on the National Housing Prime and Regional Primes

Lianne's blog: Customer Engagement Forum 2017

You may remember that we recently announced the return of our Customer Engagement Forum. Lianne Owens, Head of Occupancy and Solutions, is working with Helen Thompson, Casework Manager and Andrea Nixon, DIO Deputy Head SD Accommodation Strategic Support to attend these on behalf of both our organisations. The first of the customer workshops was last week in Catterick and Lianne shares her thoughts on the event...

It was some months ago, during research for my current role as Head of Occupancy and Solutions that I felt an immediate connection to CarillionAmey. I recall being really impressed with their honesty in areas that they wanted to improve, and how they had listened to and used customer feedback to help improve services.

Fast forward five months and here I am, in a very privileged position as part of the CarillionAmey/ Defence Infrastructure Organisation team, during the first of our 2017 Customer Engagement Forums.

I was delighted to have the opportunity to meet our Service personnel and their families, along with our stakeholders during the event in Catterick. I listened to areas that we could have definitely done better as well as customer service to be proud of.

We shared tangible results that have only been achieved following our customers sharing their experiences with us at last year's forums. It was satisfying to hear that some of the customers had started to experience some of the improvements put into place in relation to text messages, to confirm appointments, local ownership and improved communication.

I would like to thank all our Service personnel, their families and stakeholders for taking time out of their busy lives to join and work as a collective team to improve the customer experience.

The forums will continue until the end of the year when we will be in a position to post further feedback on our future priorities, that our customers once again will have helped us shape.



Opening up lines of digital communication with our customers

CarillionAmey will soon be introducing various new way for our customers to communicate with us, using Facebook, Twitter, web chat and text messages.

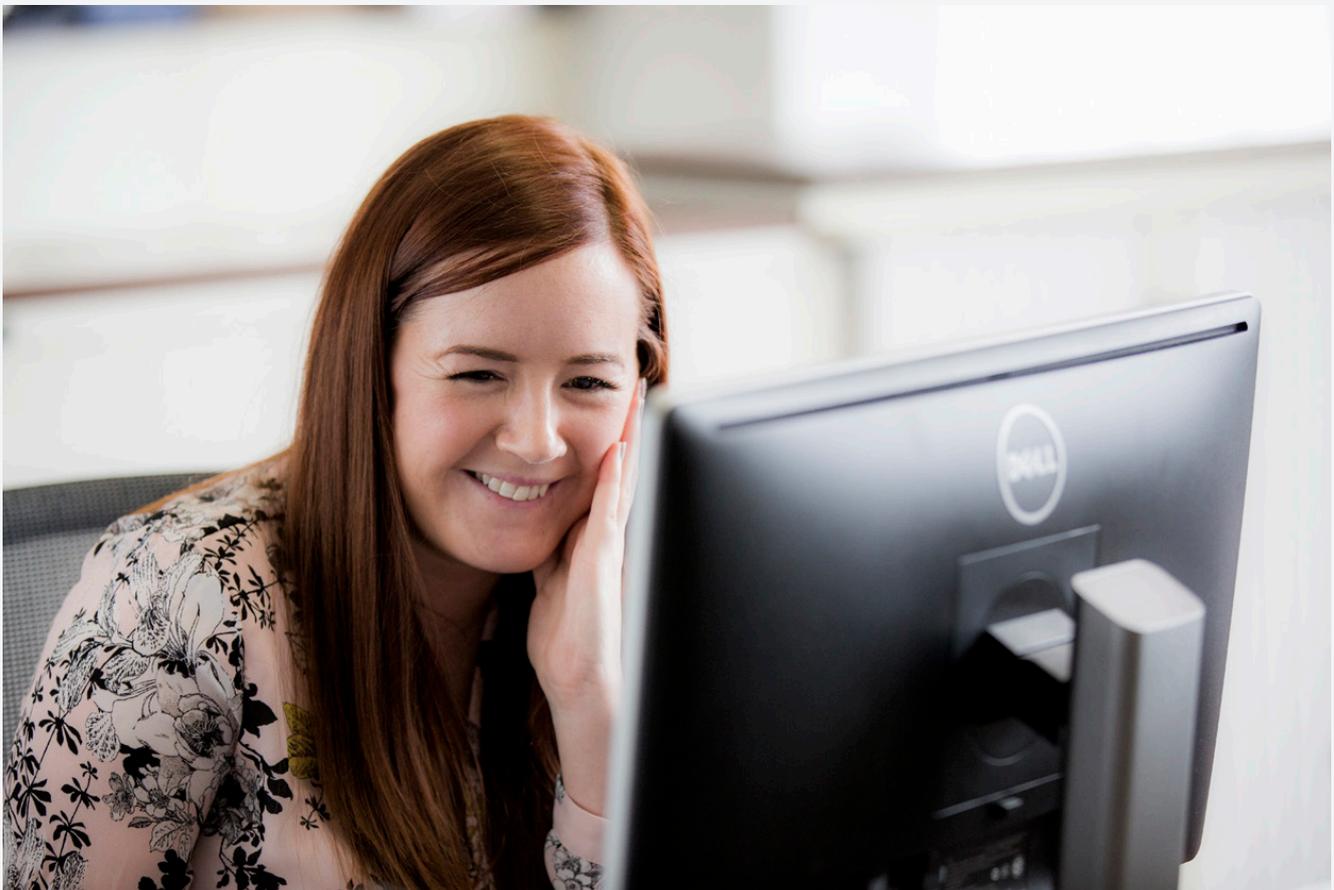
Our new system will provide customers with the opportunity to engage with us, in ways they feel comfortable with. In addition to the telephone service we currently offer, customers will be able to talk to our Customer Service Centre staff using Facebook messenger, Twitter messages, web chat and text message (SMS) according to their preference, and the incoming enquiries will be routed to the right team by the new system.

Customers have moved on to social media and digital communication channels in a major way, there are many benefits that come from this, including transparency and clarity of communication. By investing in this new technology we are adapting our systems to our customer's evolving needs. We will still provide the same personal service, but the new system will also enable us to offer enhanced efficiency and greater consistency, clarity and accuracy.

We'll also be able to track issues and trends where currently we have limited data and insight, allowing us to further improve in our service.

Stuart Jones, CA's Communications and Customer Service Director, is confident that this new way of communicating will bring benefits to both CA and its customer and said *"Some of our customers were frustrated at having to call us, and would rather just jump on Facebook or whatever channel is most convenient to them. This new software will allow customers to talk directly to CA using these modern communication channels, but in a controlled fashion, similar to the way we manage telephone calls, helping to increase efficiency in transaction and clarity in communication. That should be good for our customers and good for us too. I'm hoping to go-live with phase one of this exciting new technology during June."*

We'll follow up with more communications for stakeholders and customers as we move closer to launching the new system



RAF families benefit from new kitchens

We've recently completed a three month project to replace 79 old kitchens with brand new ones as part of a phased refurbishment project in the South East. Service families at RAF Medmenham, in Buckinghamshire, are now able to prepare family meals in a bright, modern and practical space after their homes were fitted with new units, worktops, sinks, taps and cookers – along with new electrical sockets and USB ports.

As well as benefitting from a new kitchen, the properties have also been fitted with updated smoke alarms, carbon monoxide detectors, heat alarms and extractor fans. The outdated strip lighting has been replaced with spot lights and plinth heaters have been added to those kitchens without a radiator.

Each kitchen took between 10 and 12 days to replace, ensuring that families living in the properties experienced as little disruption as possible. The Station Commander paid regular visits to the project to follow progress and to speak to the occupants. He was delighted with the quality of the kitchens and the positive comments from the occupants.

Wing Commander David Riley was pleased with the works. He said, "*The standard of work to upgrade the kitchens on the Medmenham patch, and the quality of finish, have really enhanced the properties and brought them right up to date. The kitchen upgrades have, without doubt, enhanced the quality of life for the occupants of those properties and the modern finish will be relevant for many years to come.*"

Following completion of the project, the team volunteered to replace the small and tired kitchen in the Padre's church and to lay new flooring in the Station Community Support Officer's office who were both delighted with the results.



To provide feedback on this edition of Tempo, please contact:
Communications@carillionamey.co.uk

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