

Keeping Promises to Customers

5 Ways Housing Organisations Can Improve Customer Satisfaction

Customer satisfaction of 100% in housing organisations is achievable. We know this because we have helped our customers get there. We believe a starting point is keeping your promises to customers and here are five simple steps to do this.

Step one:

Setting Expectations

Customers are looking for an appointment to be made at their first point of contact.

97%
of Appointments

Bernicia Group are now appointing 97% of jobs at the first point of contact with the customer.



37%
Improvement

North Lanarkshire Council's no access rate dropped from 40% to just 3% Through use of DRS and Job Manager.



Step two:

If you communicate appointments are kept

By confirming appointments through email and sending reminders through SMS, no-access rates can tumble.

Step three:

Taking the emerging day in your stride

Being able to dynamically schedule emergency repairs and job overruns into your day without impacting customer promises.

100%
Customer
Satisfaction

Phoenix Community Housing achieved 100% in their tenant customer satisfaction survey after implementing Kirona's Xmbrace DRS and InfoSuite software.



86%
First Time Fix

According to Aberdeen Group, this is achievable with effective triage and intelligently appointed repairs.



Step four:

Delivering a first time fix

Ensuring you have the right operative, resources and time allocated to deliver your promise and complete a repair on the first visit.

Step five:

Timely turnaround of void properties

When you promise a customer a new home, ensure that the property is quickly turned around and available on-time.

10%
Reduction In Void
Turnaround

On average Kirona customers are able to reduce turnaround times of void properties by 10% at the same time as improving resource utilisation.



How do we help you achieve this?

Kirona are leaders in enabling the housing sector to deliver a highly responsive and effective service to tenants while ensuring the greatest value for money. We do this through our seamless integrated solutions Dynamic Resource Scheduling (DRS) and Job Manager (JM) that manages the complete work cycle from appointment to work completion.

To find out more visit our website or contact our team directly