



**St Georges**  
COMMUNITY HOUSING

  
**NEWS**  
in brief  
*from St Georges Community Housing*

# Customer Feedback

For the first time, St Georges Community Housing has received more compliments than complaints. This is excellent news for future service delivery. We have also had less Local Government Ombudsman enquiries in 2008-09, than in previous years.

## More Compliments, Fewer Complaints

In 2008-09 we received 524 complaints. This represents a 57.8% decrease from the previous year. In 2007-08 we received 1241 complaints, and in 2006-07 we received 2138.

There was also an increase of over 100% in the number of compliments we received last year. We received 770 in 2008-09, compared to 377 the year before.

Other good news includes the implementation of our Customer Relationship Management system (CRM) throughout the organisation. This allows us to log and monitor your enquiries, and ensures we respond to you within 8 working days, as stated in our Customer Service Standards.

Following consultation with residents, we have also introduced a range of letter templates. We use these when we acknowledge and respond to your enquiries and complaints. They tell you what happens next, when to expect a response, and who to contact if you want to find out more. Following feedback, plain English training has also taken place in

order to improve the quality of correspondence you receive from us.

For more information, contact the Customer Performance Team on 01268 465247, or by email at [performance@sgch.org.uk](mailto:performance@sgch.org.uk)

**Alternatively, you can visit our website at [www.sgch.org.uk](http://www.sgch.org.uk)**

## St Georges Community Housing.

**A strong Future Together - investing in homes, neighbourhoods and lives.**

Company Registered in England and Wales: 6012151

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