

Recommendation	Action	Start date	Completion date	Status
Ensure a voicemail or text message is left where there is no answer from customers.	Remind teams of the importance of this.	Nov-23	Jan-24	Completed
Use more friendly and empathetic language in complaints and give assurance of understanding.	Carry out Mary Gober customer service training for colleagues. Complaints Manager to review responses related to damp and mould.	Nov-23	Mar-24	Completed
Develop a process to better diagnose and understand issues at the point of reporting. Ensuring a consistent approach across contact channels.	Develop triage system for CSST and Planners	Nov-23	Nov-23	Completed
Create a consistent, systematic way of prioritising works taking into consideration customer circumstances and medical conditions and provide training and guidance to colleagues on this.	Develop triage system for Planners. Ensure customer profile information is listed on all jobs.	Nov-23	Nov-23	Completed
Ensure completed works are checked to make sure that the issues have stayed fixed. This should be in person where the customer has additional needs.	Develop and roll out post inspection programme.	Nov-23	Dec -23	Completed
Encourage the wider promotion of dehumidifiers and fans and look to support the cost to tenants.	Complete the ventilation programme with SHQF grant funding. Communicate the benefits and costs of running the fans.	Nov-23	Mar-24	Completed
Acknowledge in the policy and communications that we have a new approach and recognise that that 'lifestyle' is not a choice and that the previous approach may have impacted tenants.	Review and update policy, website and communications..	Nov-23	Nov – 23	Completed
Simplify the language in the Policy and ensure it is clear on what the	Policy review and update.	Nov-23	Nov - 23	Completed

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approach taken, removing any ambiguous words or terms.				
Review tone of voice across all communications to show understanding and empathy.	Communications review and update.	Nov-23	Jan-24	Completed
Improve the website by using infographics and videos to share advice and information in a clear and easy to understand format.	Communications review and update.	Nov-23	Dec 23	Completed
Include an online reporting form for DMC issues on the IVH website	Communications review and update.	Nov-23	Dec 23	Completed