



## Developing Customer Relationships

City Building is committed to “Building a Sustainable Future” for our customers, clients and partners.

Our values, which are embraced by all our employees, are:

- Excellence:** to deliver quality in everything we do.
- Honesty:** to promote at all times honesty in our communication with all stakeholders promoting partnerships and sustainability.
- Ambition:** to do more for our customers, clients and partners and provide more opportunities for our employees and stakeholders as part of our change and growth strategies, succession planning and sustainability.
- Trust:** to be trusted by our employees, customers, clients and partners.
- Community:** to build more sustainable communities through social, economic and community engagement.

Our customers’ expectations are paramount in our activities. We use customer Feedback as an opportunity to improve our service and we believe customers should be kept informed about any changes being implemented.

Some of our customer feedback has resulted in the following improvements:

<b>Feedback</b>	<b>Action</b>
North Glasgow HA have installed Fireangel smoke detector systems to all their properties and requested a service and maintenance programme which City Building have had no experience of installing or maintaining.	CBC have arranged training sessions with Fireangel staff for our employees to ensure maintenance works can be carried out timeously across North Glasgow HA homes.
On the Mitchell library project, site management received a noise complete from a resident on Granville Street which was caused by site generators.	CBC site management installed plywood hording around generator. This dampened the level of noise and no further complaints have been made since this measure was put in place.
On the Mitchell library project, site management received complaint from resident on Berkley Street that their car was covered in dust from the work activities on the scaffold.	CBC Site management requested additional dust suppression and level of housekeeping to be improved. No further complaints since this measure was put in place.
CBC Construction and Investment team received feedback from a member of the public regarding littering next to one of our sites.	After investigation, our management team communicated with all site staff, employees and contractors regarding the issue and introduced litter checks of the area as part of the site daily patrols. As a result, no further complaints have been received.

<b>Feedback</b>	<b>Action</b>
<p>We became responsible for the maintenance of the Lifts at a Glasgow events venue. A customer journey map involving all stakeholders was completed which raised a number of operational faults within the weight overload alarm and highlighted it has previously been disabled.</p>	<p>As part of a service health check prior to commencing any new lift contracts our team will include a full examination of the weight overload alarms.</p>
<p>Our Asbestos Removal Team were involved in the removal of a damaged bathroom wall within a multi-storey housing block. In the process of removing the wall unfortunately the old and brittle pipe work behind the wall burst and created water running into the flats below.</p>	<p>As a result of this situation, our processes were examined and we have now adapted our approach to ensure we isolate the main water supply to a property prior to commencing works, ensuring that customers within the homes still have access to the stored water supply within their individual properties and therefore decrease any inconvenience to customers.</p>
<p>As part of the delivery of our furnished accommodation services we completed a process mapping exercise with our Customer Business Improvement Team. This exercise highlighted inaccurate sharing of information particularly in relation to up-to-date customer contact numbers which increased no access visits.</p>	<p>Improvements to our processes include updating customer contact numbers at the initial point of contact and at any point of contact with our customer constantly checking the contact information is correct and therefore reducing no access visits.</p>
<p>During refurbishment works at the "Wingets" project in Glasgow, residents raised concerns that specifications for the improvements in their homes did not include renewing plasterwork.</p>	<p>These concerns were raised on their behalf by our teams with their Landlord which resulted in a positive outcome of changing the specifications by adding the renewal of plasterwork in all properties.</p>
<p>As a result of the implementation of new Legislation our teams were commissioned to install Thermostatic Mixing Valves (TMV's) in various properties. As part of this installation new Bath panels were being fitted. Customers raised issues with the impact of access to under their baths via these new panels.</p>	<p>Our manufacturing division's Design Team worked with customers to re-design the bath panels to ensure easier access for installation, servicing and any repairs which also reduced their original cost and any impact of disruption to our customers.</p>
<p>A customer required an out of hours breakdown service covering schools within the City to avoid disruption to the school day for the City's pupils.</p>	<p>Our Mechanical and Engineering Section introduced new shift patterns for our Engineers to ensure the service was provided when required and to avoid disruption to the educational delivery to our City's school pupils all within budget.</p>
<p>The safety of our apprentices attending our Training College in Queenslie was raised due to an alteration in timing of local public transport.</p>	<p>To avoid our apprentices taking unnecessary safety risks in crossing roads to meet the new public transport timetables we arranged a change in finish time to ensure their safety.</p>

<b>Feedback</b>	<b>Action</b>
During major refurbishment works at the "Wingets" Project in Glasgow, customers raised concerns about the detrimental affect these works were having on their gardens.	Taking on board these concerns and wanting to deliver an excellent product at the end of all refurbishment works, we worked with our partners and created and trained local young unemployed people to undertake these tasks as Environmental Operatives who are now in permanent employment with City Building.

This Policy will be reviewed Annually.