



Futures in focus

2022

winter edition

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Settling in

In October we closed the doors to Asher House for the final time and welcomed our team members to our brand new office in Castle Donington: **Futures House**.

It's a new collaborative working space for our team members, and places us right in the middle of the communities we work in. We're already loving Futures House, where team members can work together on exciting projects that will benefit our customers. While many staff are temporarily working from home again right now, others continue to work from Futures House.



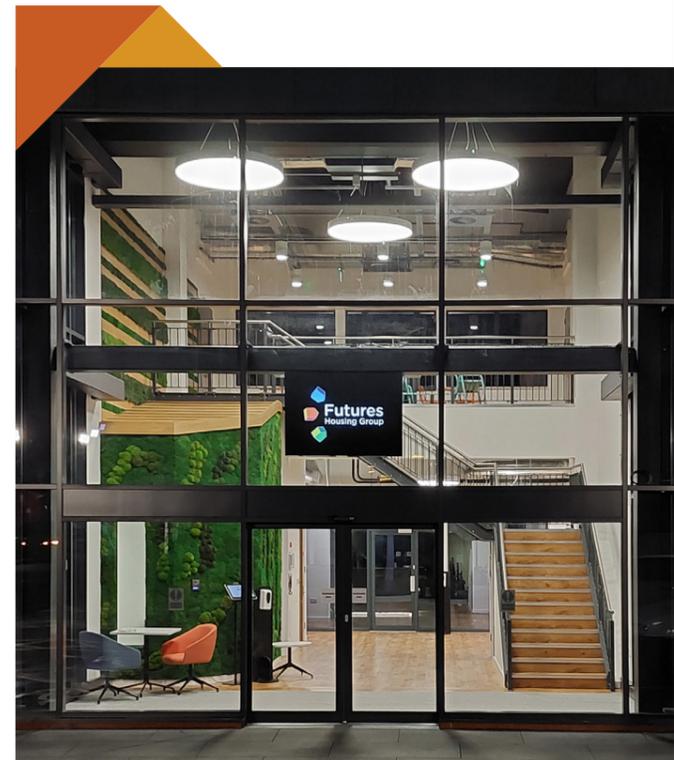
New year, New Futures

Happy New Year and welcome to 2022. At Futures, we've got lots to look forward to as we settle into our new main office in Castle Donington and make the most of our touchdown points out in our communities.

For most of us, the last two years have been less certain than we'd have liked and filled with change and restrictions outside of our control. We're saying a big hello to 2022 by reflecting on the lessons we've learnt and continuing to develop our services to give our customers the best possible experience.

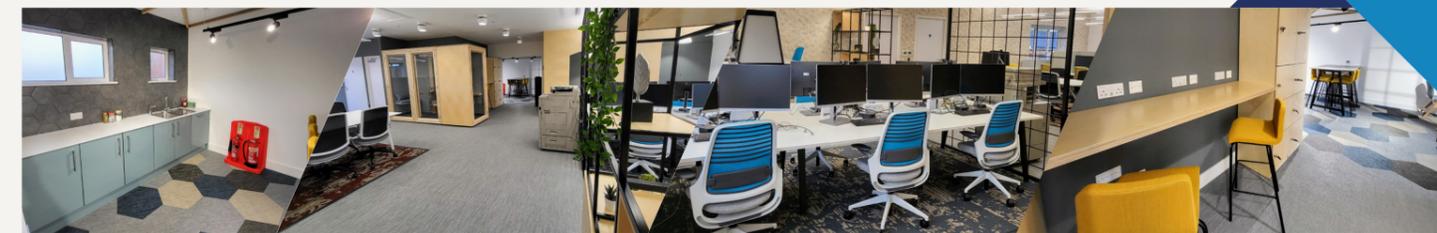
A key part of our service development is customer voice, and in this edition we've got lots of information about how we use your feedback to shape what we offer.

We're also sharing some important reminders about how to get in touch if you need us and information about our repairs priorities and timelines, so you know what to expect if there's a problem in your home.



But that's not all we've been working on!

We've also revamped our touchdown points in the heart of our communities, making sure they're well equipped to support our frontline team members when they're out and about, and are working on refreshing our depots so that all of our Futures family can do their best work – whether they're based in an office, out and about or working from home. We even managed to give back to our communities while getting our new spaces ready – check out our website for more information about how we donated furniture and resources to local organisations.



If you have a story to tell or feedback on Futures in Focus, contact our team by emailing communications@futureshg.co.uk!

Your voice matters

At Futures your voice is vital. We need it to make our services work for you, to make sure our communities are thriving, and that our organisation is aligned with your values as well as our own. We have lots of ways you can have your say in how we do what we do. We want to hear from customers of all walks of life, from across our region, who are new to Futures or who've been with us for years. Visit futureshg.co.uk/getinvolved for more information about all the ways you can have your voice heard.



Happy birthday MyVoice!

MyVoice is our online customer community – giving you an opportunity to share your views on exciting new projects, service improvements and much more.

For two years, our community has helped us to make decisions at Futures, sharing views on everything from rent calculators to assistive technology.

It's a great way to stay in the know about what's going on and get an exclusive peek at the exciting projects in the pipeline, and help to shape our services so they work for you. It's also a social space where you can connect with other customers about what's going on in the news, share your top tips and find out about exciting things happening in your local community. There's no minimum requirement, and just by completing the new member survey you'll start earning points that you can exchange for shopping vouchers for over 60 retailers. We'd like to say a big thank you to our MyVoice community – why not celebrate its 2nd birthday by joining them and sharing your views?



Meet Leia

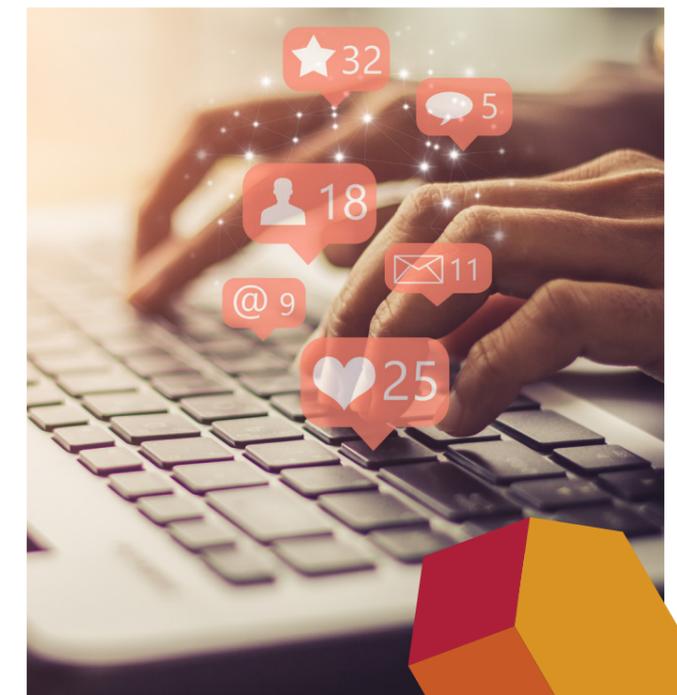
Leia has been with Futures for six months as our Digital Community Engagement Officer. She's responsible for keeping our MyVoice community active and engaged, and collecting customer insight to inform our projects and plans. In her spare time, she runs her own travel business, and is often found running around after her daughter!

My day starts by checking my emails, looking out for notifications from MyVoice and any comments that our members have made. Our community members are fabulous and keep the conversations going themselves, but it's important that I keep an eye on the messages just in case there's anything inappropriate or that needs one of us to answer.

After that I get to work on our blog or forum posts – I try to post around three times a week, either reporting back to the community about how their comments are being used or keeping the conversation going with something a bit more social. We like to have a safe, comfortable space for people to express their opinions, so we tend to stay away from anything too controversial! At the moment I'm also monitoring our web shop, seeing which of our 60 retailers are the most popular for our members to spend their points at. At the moment, supermarkets like ASDA and Tesco are coming out on top! Once a month I also send out invitations to customers who might not know about MyVoice, to make sure they have the chance to have their voice heard. My favourite thing about my job is developing the questionnaires that help us understand how our customers are feeling and the things that are important to them.

The information they give us really does shape our work, bringing a new perspective to projects and sometimes changing their whole direction!

I'd like customers to know that MyVoice really is for everyone. There is no minimum commitment to be part of our community – you can comment as often or as little as you like – but it's a really great way to drive change and shape Futures. It's also a really easy way to earn vouchers for a range of retailers – in the last six months alone, we've given away over £500 of vouchers!

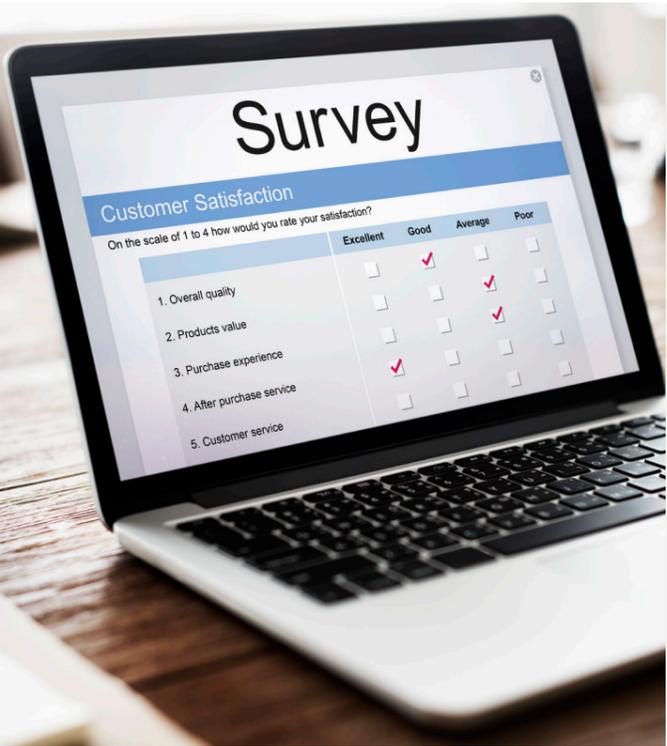


Meet Joe

Joe is our Community Engagement Officer and has been with Futures for two and a half years. He monitors and analyses data from our customer relationship surveys in addition to supporting with other research projects. In his spare time he's a keen Rams supporter and plays football in a local team. He also enjoys listening to music and going to gigs, and has recently seen Kasabian, the Arctic Monkeys and King Gizzard and the Lizard Wizard!



On an average day I'll work on a range of different projects – mostly monitoring, analysing and interpreting the data that comes in from our customer relationship surveys. These are managed by a company called IFF, but feed straight back into our team so we can understand how our customers are feeling and how we can improve. We collect hundreds of answers every day, so it's important that we stay on top of what's coming in! I also design and distribute surveys for specific improvement projects, and work with Leia and our communications team to find customers to engage in different research tasks. I love seeing the changes we recommend, based on our research and the insights you give us, get put into action and make a real difference to our customers' lives.



Customer relationship surveys

We want to hear from as many customers as possible, so we've partnered with an external research company to reach as many of you as we can. IFF Research is an independent social and market research agency that works with clients in lots of sectors, including housing, government organisations and private businesses, so they really know their stuff. IFF contact our customers over the phone and by email, asking them about their experiences. They aim to speak to customers who have been in touch with us recently – maybe to organise a repair or use our money advice service – and also our 'silent' customers, who haven't needed to reach out. This makes sure we're getting a wide range of views from customers and seeing how



interacting with us affects how people feel about us. Using the insights from these surveys, we can see what's important to our customers. We're really proud of the good results we see, and we use the less positive responses to highlight where we need to improve and what we can do better. They make a real difference at Futures, and we'd encourage anyone contacted by IFF to respond honestly and openly so we can make sure we're addressing the things that are important to you.

How are we doing?

The results are in from our most recent IFF surveys! We're thrilled to see our satisfaction scores continuing to rise, and that we've managed to stay on the up despite the pandemic. These results are very important to us, and they really do inform the way we offer our services.

Of the customers we surveyed this time:



If I could tell our customers one thing about the work the research and intelligence team does, it would be that your opinion matters. Any and all of your feedback is listened to and makes a difference.

The more you tell us, the more we understand what needs to change and the easier it is for us to make those changes. Some might take longer than others, but we really are working on putting as many of your insights into action as we can.



The services are brilliant, and the house is a forever home.



They are always helpful... they have given me advice to tell them if I'm struggling with my rent and they would help.

Sustaining Futures

Over the past few months, we've been setting up our brand new tenancy sustainment service, to support our customers with all aspects of life in order to live comfortably in their homes.



We work closely with other services such as **employability** and **money advice**, as well as external agencies, to ensure you get the best package of support. We can help you with anything from setting up your utilities and accessing community groups to food bank referrals and your wellbeing, and much more. It's short term and intensive support that aims to empower you

to make the changes you need to stay safe and well in your home. Our tenancy sustainment officers are based in our communities in both the North and South of our region, and work holistically to make sure our customers' needs are met. If you're struggling and worried about losing your home please speak to our customer services team.

Getting in touch

We know that January is a busy month for many of you, catching up after the festive period and getting things ticked off your to-do list – including addressing those things around your home that need fixing. It's easier than ever to get in touch with us – so here's a breakdown of all your options, so you can make the best choice for you.



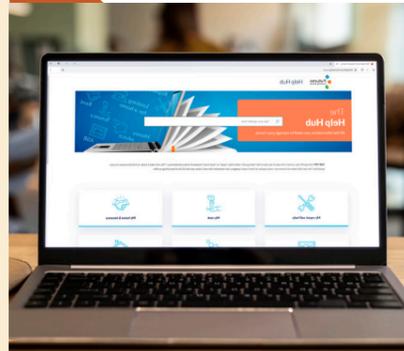
Don't forget, when you get in touch we'll need the following information from you so we can resolve your query as quickly as possible:

-  **Full name**
-  **Address**
-  **Contact information** (an email address or telephone number)
-  **Details about the issue** (including anything you've already tried to resolve it)
-  **Your date of birth** (so we can verify your identity)



Help Hub

You might not need to contact us at all to resolve your query. The Help Hub is a knowledge library filled with information that can help you manage your home and resolve any issues without picking up the phone. There are even how-to guides and videos to show you how to do basic repairs around your home. The Help Hub is full of the same information our advisors use to help you, so we'd always recommend checking here first to see if your question's already been answered. You can access it at any time via our website or visiting thelphub.futureshg.co.uk/



Live chat

You can use live chat to speak directly to a customer services advisor Monday-Friday, between 9am and 4:45pm. You can escalate chats to a voice call or a video call to show us any issues and get support instantly. It's easy to use – just visit the 'contact us' page on our website and click the orange 'live chat' button in the bottom right-hand corner.



MyAccount

MyAccount is our online self-service portal that allows you to book a repair and an appointment that suits you, pay your rent and update your details from one simple system. You can even set up a Direct Debit so you know when your rent will leave your account every month. It's available 24 hours a day, seven days a week – so you can manage your home at a time and a place that suits you. Visit futureshg.co.uk/myaccount to sign up.



Telephone and email

For more complex queries you might find it easier to explain what's going on over the phone or in an email – and we're always happy to talk to you. You can call the customer services team on **0300 456 2531** or email enquiries@futureshg.co.uk. If you're emailing us, please make sure you include all the information in the list above.

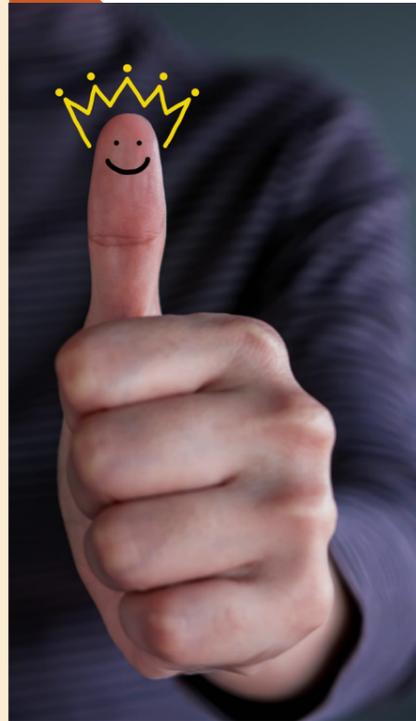


Social media

Our social media channels are managed by our PR & communications team, and you can send them a direct message during office hours, 8:30-4:30 Monday to Friday. They will either signpost you to where you can find the information you need, or raise the issue on your behalf with the customer services team. Please note that although the team will respond as quickly as they can, our social media channels are not suitable for reporting an urgent or emergency repair.

We also know that some frustrated customers turn to social media. While we appreciate that we don't always get things right, it is never appropriate to name a member of our team on social media, and doing so could break your tenancy agreement. We have a formal complaints procedure if you're dissatisfied with our service, and our dedicated officer will support you through the process and help to find a resolution. You can find more information here:

futureshg.co.uk/how-are-we-doing/



Repairs checker

Just need to check if your repair has been booked in, or forgotten to write down your appointment? Visit futureshg.co.uk/our-services/repairs/ and click the repair checker button in the header. With just a little bit of information, our automated checker will pull up any information about your repair so you can find out when to expect us.



MyVoice

If you want to have your say and shape our services, MyVoice is the place to be! You'll get an exclusive look at new projects and plans, have an opportunity to feed into services that affect all of our customers and be part of a vibrant community of customers. Plus, you'll get points for each survey or questionnaire you complete – all of which go towards exciting prizes like shopping vouchers! To find out more and join in, visit futureshg.co.uk/get-involved/



! Contacting our team members directly

We don't recommend contacting an individual team member directly – they might not be at work, because a variety of reasons – they might be out and about, or tied up supporting other customers. Any of these situations could lead to a delay in resolving the problem you're trying to report, which is likely to be frustrating for you, and could be dangerous for your home.

It's also really important that we can keep a record of any issues you're having so we can keep your home running smoothly. This means any customer-facing team member can look at your record and know what's been done and agreed – without this, we might be missing a vital piece of the puzzle that could help us to resolve things. The best way to do this is to make sure you always contact our customer services team in the first instance.

Repairs responsibilities

We know how frustrating it can be when something's not right in your house. When you report a repair, it will be given a priority rating, so you'll know how long it'll take us to get it sorted. While we'd love to fix everything instantly, we have to prioritise repairs that could cause serious injury, illness or that might escalate quickly and damage an entire home.

Priority repairs

We will aim to make priority repairs safe the same day you report them. This means we will come out as quickly as possible to fix the issue. We may not always be able to completely resolve a priority repair on the first visit, but we will make sure your home is safe and let you know the next steps.

Priority repairs include things like:

- Gas leaks
- Serious structural damage
- Complete loss of power

Fast repairs

We aim to attend to these issues within four working days. If we can get to you sooner we will, and if there's anything we can suggest you do in the meantime to be more comfortable then we will.

Fast repairs include things like:

- No heating or hot water
- Repairing dangerous steps and stairs
- Damaged cables

Standard repairs

Due to the variety of issues that come under standard repairs, these can take between 10 and 25 working days. We sometimes need to come out more than once but we will keep you updated on progress and support you as best we can with workarounds and alternatives.

Standard repairs can be anything not covered in our priority or fast repairs, which might include:

- Bath repairs
- Faulty radiators
- Streetlight repairs

Your responsibilities

There are also some repairs that you are responsible for looking after. You can either take care of them yourself, or find a reputable handyman or tradesperson to do the work. Don't forget, if you want to make a major alteration to your home you should always ask for permission by contacting our customer services team or filling in the form on our website.

Want more information about repairs responsibilities?

Visit futureshg.co.uk/repairs to find out more.



www.futureshg.co.uk



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