



### **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>
Following construction of new build our Client on behalf of their customer noted some concerns regarding how project post-completion defects were being reported and who should manage this process.	The CBC construction team worked with GCC Project Officers to agree a revised format which in turn would cover all aspects of the overall defects process.
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.	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.
The safety of our apprentices attending our Training College in Queenslie was raised due to an alteration in timing of local public transport.	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.

<b>Feedback</b>	<b>Action</b>
As part of planning strategies prior to commencing works at Linn Crematorium, the customer confirmed that the only access to undertake these works would be after any booked ceremonies	We developed a revised shift pattern for all works during the construction phase which involved rotational backshift and night shift patterns to meet the needs of this customer.
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.	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.
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.	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.
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.
Customer at Tollcross International Swimming Centre raised the issue that proposed future works would leave some of the existing heating plant redundant during periods when the building required to be open	We developed a system of using temporary heating plant to keep the building fully operational at all times.
Customer requested a review of the construction of current "teaching walls" within educational properties to allow the installation of "smart boards"	CBC worked in collaboration with RSBi to develop a new teaching wall system which suits the current needs of the client and these units are currently still being installed in all new build schools.

<b>Feedback</b>	<b>Action</b>
It was highlighted that customers were not made aware of pre-planned works to communal areas with multi-storey building and communal gardens and pathways.	A City Building poster was created which allows the project details to be entered including dates, times, contact details for customers. These posters are displayed prior to projects commencing to make customer aware of works and also so they have contact details in the event they have a problem during the duration of the project.
Rot Team – customer’s feedback highlighted the lack of understanding what was involved with rot works being carried out in their homes.	A Rot Works Brochure has been created detailing in depth the process, what is expected of the customer, timescale for the works and also CRLO contact details and photograph. This also included an appointment page that let the customer keep note of all the appointment dates and times.
WHG Repair & Maintenance – Lack of information on No Access Cards	New cards developed to include, along with the Contact Centre number a telephone number for the customer’s individual service area and an email address unique to the service area allowing the customer easier access to re-arrange an appointment
Next day category was calls we got from tenants that weren’t classed as emergencies, so we then offered next day appointments.	Introduction of the Next Day repairs category, the ND repairs are for previously classed emergencies that could wait 24hrs to be attended.
Feedback to electrical appliance team as they only managed to meet all appointments for tenants who couldn’t make the available appointments.	CBG electrical team moved away for Morning, Afternoon and Anytime appointment to Morning, School Run and Afternoon appointments in acknowledgement of our client’s customers. We have also recently started providing weekend appointments for people who work Monday to Friday.