


Talkback - 2022/23

At Progress Housing Group, we are very fortunate to have a number of tenants who volunteer their time to let us know about their experiences when contacting our Customer Contact Centre either by telephone or live chat - we call this Talkback.

During the year between April 2022 and March 2023, our volunteers carried out two Talkback sessions and provided the following information:




Some of the comments made by our volunteers include:



"Had to wait 21 minutes for my call to be answered"

A circular icon on the left shows a male volunteer wearing a green cap and a black vest over a white shirt.

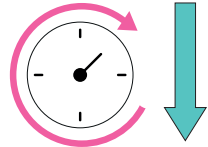
"I was confused by the name of the housing officer as it was different to what I knew"



A circular icon on the right shows a female volunteer with long dark hair, wearing a pink top and holding a white mug.


The comments provided by our volunteers have helped us make some changes; we have now made the following changes:

Increased the number of colleagues to help reduce call times



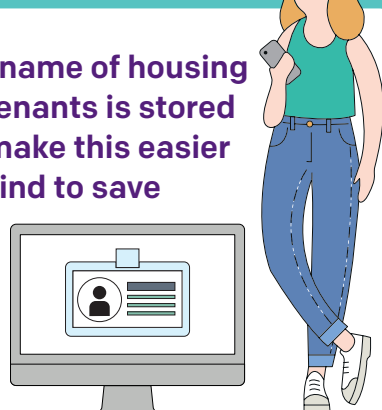
An icon on the right shows a clock face with a red circular arrow around it, and a large blue downward-pointing arrow next to it.

Installed a new telephone system to help us manage call times better



An icon on the right shows a smartphone with a yellow speech bubble containing a question mark next to it.

Changed how the name of housing officers for RWP tenants is stored on the system to make this easier for colleagues to find to save future confusion.



An icon on the right shows a woman with long blonde hair, wearing a green top and blue jeans, holding a mobile phone. Next to her is a computer monitor displaying a user profile interface.

If you would like to learn more about how you can support your local community by becoming one of our Talkback Volunteers, please contact the Customer Voice Team at communities@progressgroup.org.uk or call **01772 450669**.