

BRIGHTER BUZZ

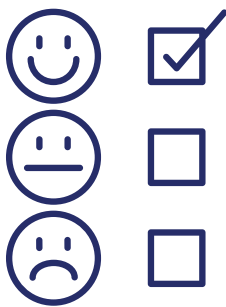
This Newsletter is about:



News and updates



Customer Stories and Activities



Satisfaction Survey



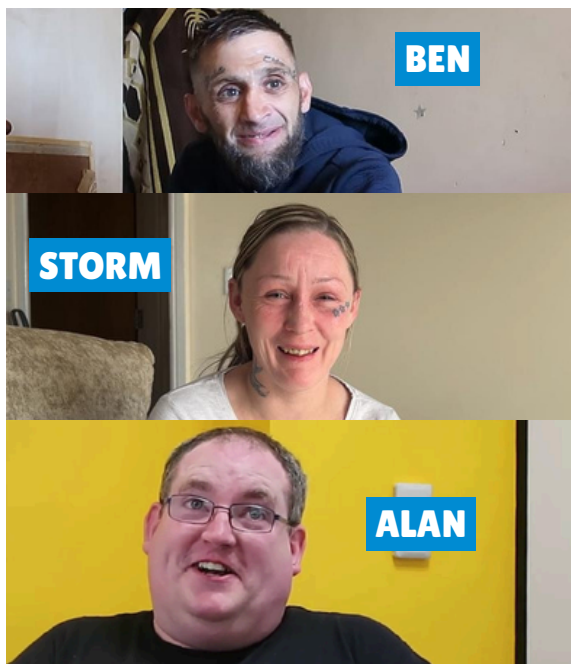
Getting in Touch with Brighter Futures



Brighter Futures customers went to Chester Zoo, everyone had a good time.



Brighter Futures marked Mental Health Awareness Week with events like BBQs, walks, and afternoon tea.



Ben, Storm and Alan are customers and have shared their stories and how they are moving forward.



NEWS

**THANK
YOU**

Thank you to Ben, Storm and Alan for being brave and sharing their stories.



We are proud of our customers who share their stories and want to help others.



**You can read their stories on our website
www.brighter-futures.org.uk**



If you want to share your story, speak to your Support Worker.



Frankie Potts is our new Customer Engagement Manager.



She will make sure customer voices are listened to and your ideas are put into action,



Frankie believes you know our services best because you use them every day.

She's excited to meet more of you and hear your ideas!



We celebrates Stoke's 100th Birthday with a Tea Cream Party and helped beat a Guinness World Record.



We raised awareness for Anti-Social Behaviour Week, by doing a litter pick with customers.



We are doing a Sleep Out to raise money for Rough Sleeper Winter Packs.



SURVEYS



Thank you to everyone who filled in our Tenant Satisfaction Survey in January and February 2025.



We're happy to say that 169 tenants took part, that's more than double the number in 2023!



We asked customers to say how happy or unhappy they were with our service



And give more information why they feel this way



It's great to see more people sharing their views to help us improve our services.



FINDINGS



Overall Satisfaction is how happy you are with our service as a whole

Not happy



1.78%

OK

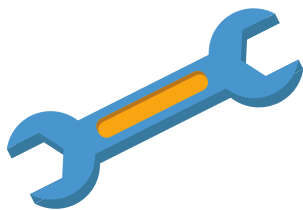


11.83%

Happy



86.39%



A repair is when we fix something that is broken in your home



Repairs

Not happy



5.26%

OK

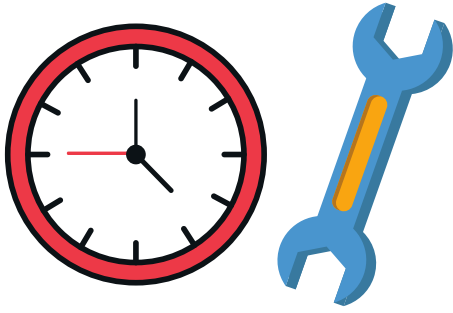


6.02%

Happy



88.72%



Time to do repairs

Not happy



6.06%

OK



14.39%

Happy



79.55%



My home is kept tidy and everything works

100%

Not happy



4.73%

OK



14.80%

Happy



80.47%



My home is safe

Not happy



4.73%

OK / Don't know



14.80%

Happy



80.47%



**Brighter Futures
listens to me**

Not happy



7.69%

OK / Don't know



12.43%

Happy



79.88%



Brighter Futures tells me what I need to know

Not happy



5.33%

OK / Don't know



17.16%

Happy



77.51%



Brighter Futures treats me fairly and with respect

Not happy



2.37%

OK / Don't know

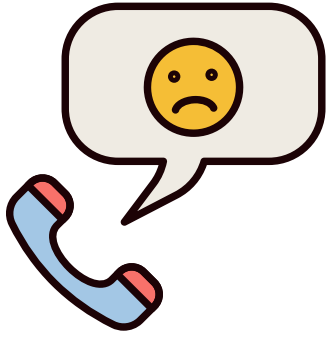


11.24%

Happy



86.40%



A complaint is when a customer tells Brighter Futures they are not happy with something they have done



Brighter Futures handling complaints

Not happy

OK / Don't know

Happy



2.96%

34.91%

62.13%



Shared areas are clean and kept tidy

Not happy

OK / Don't know

Happy



8.33%

26.66%

65%



Brighter Futures does good things around where I live

Not happy



3.56%

OK / Don't know



42.60%

Happy



53.85%



Anti social behaviour is anything bad that someone does to cause harm in your home or near to where you live



Brighter Futures handling Anti social behaviour



2.96%



36.09%



60.95%



**WHAT WE
WILL DO
NOW**



You've told us what you think so now we can be better.



We have already done:



A new computer system to make repairs easier



A full team in Housing so we are more stable and customers have regular visits

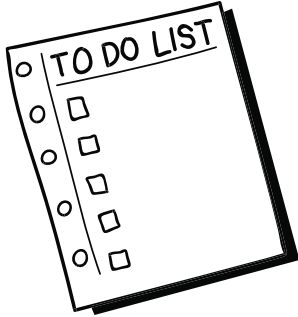


More chances to get involved and give your ideas

WEBSITE



We have made our website better



We will do more things to make our services better:



A new plan to help us get better at talking to customers



New rules for shared spaces



We will work with the internet people to improve the building at 90 Hope Street.

**KEEP
MOVING
FORWARD**



Help customers who are ready to move on



We have written new guidance on what is okay and what is not okay



We will write down anything that someone does that is not okay and affects other customers

 **TAKE
ACTION**

So we can take action



You can find more information on our website:
www.brighter-futures.org.uk



WRAPPING IT UP



It's been a busy few months at Brighter Futures, with a lot of exciting opportunities.



There are many ways to meet people, share your ideas, and take steps towards better housing.



Get involved and make your voice heard.





GIVING FEEDBACK



At Brighter Futures, we want your ideas to make our services better



We would like to see what's working well.



What needs to be better



How we can support you better



**Email us at:
engagement@brighter-
futures.org.uk**



**Visit our website:
www.brighter-futures.org.uk**



**Call Customer Services
on:
01782 406000**



**Or
Speak to your support
worker**

CONTACT US



**GET IN
TOUCH**



To contact us about repairs or anti-social behaviour or if you have a question



**Call us on:
01782 406 000**



**Email us on:
customerservices@brighter-futures.org.uk**



**If you are worried about a Rough Sleeper call:
0800 970 2304**



**To contact the Homeless
Hub also known as Hanley
Connect call: 07500 444112**



**To contact Orchid
Women's Services call:
01782 286 862**



**Follow us on social media
to know what else we are
doing.**