



COMPLIMENTS AND COMMENTS


We also like to hear from you when we get things right, or go beyond expectations.

If you would like to compliment us for a job well done, or have suggestions about how we can improve, please let us know.


Here are just a few compliments we have received.

YOU SAID
 *“Just wanted to say ‘Thank you’ for all your help with my mother in law. We’ve been today to Rockwell Court and she has accepted the flat there.”*

YOU SAID
 *“I want to thank you so much for helping me and my family I love the property! Fresh start I’m so grateful to you and your team.”*

YOU SAID
 *“The ILCs are fantastic, they supported me when moving in and gave me all the information I needed. You can ring them at any time, and I feel confident approaching them with any issues or questions. The activities run by Nicky are fantastic, she is a very creative and lovely person.”*

YOU SAID
 *“I like to say Allison is someone who has made me feel like a person with worth and made me feel comfortable in everything she has done and is doing and makes me feel like can stand strong no matter what I am going through. At one point I felt like I was giving up but the support I have had in calls, in person and messages are amazing. I thank you.”*

YOU SAID
 *“Please can I say a massive thank you to Emma, she is extremely professional and has excellent customer service.”*



LOOKING FORWARD

We are committed to providing a high level of service and during 2023-24, we will be conducting a Tenant Satisfaction Survey to gain your views on us as a landlord and the service you receive. This is part of the Regulator of Social Housing’s Tenant Satisfaction Measures return that we must send to them in 2024. This survey will be conducted on an annual basis.

We will be:

- Reviewing and redesigning the gas servicing process to focus on early intervention and earlier escalation to Legal Services for injunctions to enter properties when we cannot gain access.
- Streamlining the voids process to ensure that properties are ready to let quicker and improving the average relet time.
- Ensuring that tenants and leaseholders will be consulted on all new and changes to existing policies where necessary, giving you the opportunity to provide feedback.
- Recruiting more Housing Repairs staff to ensure that we are providing the best service possible, including operatives.
- Creating a new Damp and Mould Policy.
- Developing a new Housing Strategy to ensure that we are meeting the needs of our residents in the Borough.
- Moving forward with our development plans to build new Council homes on garage sites.