

Learning from Customer Feedback;

Our ‘*comments, compliments and complaints*’ procedure gives us a formal opportunity for customers to tell us how they feel about our services and suggest ways we can improve for the future. We also receive informal feedback from customers in different ways, which also helps us improve our service for the future.

These are some of the suggestions made by you, our customers that have helped us to improve the way we do things:

You said		We did	
	Age Concern – <i>‘thank you for helping our clients in their recent house move.</i>		<i>We provide tailored help for people who need extra support.</i>
	Children playing football next to OAP’s home.		‘No ball games’ sign put up.
	Works to communal area in flats disturbed tenant on night shift.		All tenants informed in advance of works to communal areas.
	Sometimes have to wait in queue when ringing up.		New telephone system to be installed (Winter 2010).
	Car parking problem at garages.		Bollards erected.
	Follow up job not ordered for solid fuel fire.		System changed to make sure problem does not happen again.
	Home owner inconvenienced by Contractor’s scaffold.		Contractor agreed not to repeat.
	Parking problems.		Resident parking sign erected.
	Repairs appointments are not flexible enough.		Extended appointments introduced.
	Can you open on Saturdays?		Pilot system introduced.
	Poor TV reception to flats.		Digital TV aerials now fitted to all flats.
	Slippery steps to flats.		Steps treated with non-slip surface.
	Can’t report non-urgent problems after office hours.		24/7 emergency telephone service extended to allow all calls.



“Transforming homes, lives and neighbourhoods”