

**You said**

**Our tenants complained that including photographs of recharge items was upsetting...**

**We did...**

**We no longer send the photographs out and we have amended to letter to advise that they available should the tenant/relative wish to view them**

**You said**

**Our tenants have complained of anti social behaviour and asked for alley gates to be installed on several streets in Hyde Park...**

**We did...**

**However, despite several interventions by St Leger Homes, police and the local safer Neighbourhood Team, the problems still remained. St Leger Homes listened to the request from our tenants and residents and agreed that alley gating presented the best solution to these problems. Consultation has been carried out, the alley gates have been designed, and funding has been identified.**

**You said**

**Our tenants expressed concerns regarding the slip and fall hazards in bad weather due to the lack of footpaths to their washing lines...**

**We did...**

**Funding came from the Balby elected members and each bungalow received a bespoke path to fit their needs, done in consultation with individual tenants. Several tenants have also received new clothes poles so they do not have to tie washing lines to trees.**

**You said**

**We noticed reduced customer satisfaction from BME tenants on their opportunities for participation...**

**We did...**

**There is a pilot scheme for running BME TARA meetings on a Saturday to trying to encourage more attendance.**

**You said**

**A number of tenants in Intake had been suffering from anti-social behaviour from youths walking past their windows and staring in, and knocking on windows and doors are all hours of the day and night...**

**We did...**

**We carried out consultation with all residents and it was agreed that fencing should be installed around the bungalows. Quotations were obtained and the work was completed within a month. The residents completed questionnaires following the work and they were happy with the outcome and all the responses were positive.**

#### **Other recommendations**

- Consultation letter have been sent to the tenants and residents of The Crescent, Dunscroft regarding establishing a local lettings policy
- We are consulting with the community on some fencing on Eastgate, Moorends and whether a public right of way should be established
- We have agreed that all persons either terminating tenancies following death of the tenant or enquiring what to do should be seen in a private interview room.