

You said

Our tenants said they wanted to be more involved and informed...

We did...

We introduced involvement days and visits to the Repairs Call Centre, we have also employed more Tenant Liaison Officers to help make sure people were kept better informed during decency work on their home

You said

Our tenants complained that they were not aware of the day to day respite facilities on offer when decency works were being carried out on their homes...

We did...

We have reviewed all respite facilities, re named the facilities after consultation with tenants and launched an advertising campaign to increase usage and take up of these facilities.

You said

Our tenants complained that they wanted more choice other than decoration vouchers after their decency works...

We did...

After consultation with tenants we now offer decoration vouchers, a paint pack or a cheque

You said

Our tenants complained weren't sufficiently informed about day to day work in their homes during decency works...

We did...

Our contractors designed a very slim "sandwich board" which hangs over an internal door with all the necessary information regarding: Ongoing works, Contact numbers, photos of all the team members, daily diary, what work will be carried out and when etc.

You said

A number of tenants complained about the appearance of their estate...

We did...

We introduced a dedicated caretaker for this estate and have introduced a new garden scheme as well involving children from the local schools.

You said

Our tenants complained that rent overpayments took too long to get back...

We did...

We have changed the system and removed some of the paperwork so now it's a much quicker process

You said

Our elderly tenants complained they had trouble / difficulty turning on and off normal taps....

We did....

We introduced new lever taps so our elderly or disabled tenants don't struggle trying to twist and turn the taps

You said

Our tenants complained that repairs took too long to complete when materials had to be ordered...

We did...

We have changed our internal processes so that alerts are now sent to the planning team to be able to programme the work as soon as the materials arrive

- For all new schemes we have following complaints about not installing a bathroom floor we will now fit where ever flooring has been disturbed.
- For all new schemes we will now install over bath showers when replacing a boiler.
- The Technical & Quality Assurance Manager attends Repairs and Maintenance Manager's core briefs, to discuss trends and themes of complaints to discuss the way that services can be improved.

- Changes have been made to the TASK system to highlight when materials that have been ordered have been delivered. The changes are that once the materials are in stock an alert is sent via TASK to the Planner to enable them to programme the work in to be completed. Thus addressing complaints received concerning late repairs and repairs past target date.

- As a result of complaints around the date when the caretaker team will be cleaning specific communal areas, we have developed a programme for cleaning communal areas on the Balby Bridge estate that enable enquiries to be answered immediately.

- As a result of TARA members' complaints regarding caretaker issues on the Balby Bridge estate, the caretaker manager now conducts fortnightly walkabouts on the estate with TARA members.

- As a result of complaints by the tenants on Warwick Road, Intake, complaining about ASB on their street (kids playing football and verbal abuse), we identified it as a hot spot area and developed a hot spot strategy that St. Leger can lead on with the support of key partner agencies. Through a key partner intense management approach, we have managed to deal with the problems on this street. The hot spot strategy will hopefully leave a legacy for the kids on this street through our key support role with elected members and the local SNT for a funding bid to provide a MUGA for the kids living in Intake.

- As a result of complaints from tenants and incidents reported to the local SNT, we are planning to implement our hot spot strategy on two more areas:
 - Unity Flats estate, Wheatley
 - Cathedral estate, Wheatley

- As a result of many complaints about Japanese Knotweed, we are utilising the grounds maintenance extra work procedure for work that is not covered by the SLA.