



You Said We Did

July - August - September

YOU SAID

We need to be more visible in our communities

WE DID

We had two 'Lets talk' roadshow events in our communities. We attended two Careers fayres one at SLC College and one at St Andrews & St Brides School

YOU SAID

Close cleaning continues to be an issue and areas are not being cleaned properly

WE DID

We are working on clearer more defined processes for monitoring and escalating issues, this will be rolled out to our team by November

YOU SAID

You were not happy with advice provided about rent up front from our Contact Centre Team

WE DID

We are working on developing a rent based FAQ guidance document so customers can be supported at first point of contact

YOU SAID

There was a lot of miscommunication relating to repairs works and timescales for your mid market property. This impacted you personally and financially

WE DID

Communication between departments is essential. There are processes for repairs and this should be replicated for all customers not just social rented. This is being addressed via a review project.

YOU SAID

The winter period is always a difficult time, customers need support with energy costs

WE DID

All members of our Contact Centre team have now completed Fuel Bank training. They are equipped to support customers at the first point of contact and can issue fuel vouchers to those who meet the eligibility criteria.