



You Said We Did

October - November - December

YOU SAID

You had a leak in your home which resulted in you contacting our out of hours service. You were dissatisfied as the contractor did not return to reconnect lighting which resulted in delays to the repair being fixed for you.

When we looked into the situation, we realised you were a homeowner and a CVHA contractor should not have been sent as part of the out of hours service.

WE DID

We met with the contractor to discuss the issue and understand how it occurred. We have updated the property listing to ensure our Out of Hours service can clearly identify which properties are eligible for communal repairs only. We have also improved our Out of Hours Responsibility process so that customers have a clear understanding of our responsibilities when reporting a leak, ensuring they know exactly what we cover and what falls outside our remit.

YOU SAID

Close cleaning remains a key area of focus for us, as many of you have told us that you are unhappy with the standard of cleaning provided by our contractors.

To address this, we are working closely with the contractor and have introduced stricter requirements to improve performance.

WE DID

- We now hold more focused, outcome-driven meetings with the contractor, and we have strengthened our spot-checking process.
- We request photographs of sign-off sheets along with images of any areas that have not been cleaned to the required standard. These are reviewed alongside photos of areas that have been completed.
- We also meet regularly with Cleaning Managers and carry out targeted spot checks in identified hotspot locations.
- Where basic cleaning tasks have not been completed, we share the findings with the cleaning company ahead of meetings so they can address the issues directly.
- Housing Officers conduct independent spot checks and complete pulse surveys supported by photographic evidence.
- To ensure customers can quickly and easily share their views, QR codes and flyers have been placed in communal areas.