

Tenant and Leaseholder Feedback: April 2023 – March 2024:

Shown below are the actions taken to put things right or how we do things differently because of tenant and leaseholder feedback.

Service Area	What you told us	What we did
Responsive Repairs	You told us that when your shower stopped working and required replacement there was a delay caused by the replacement shower needing to be ordered.	We have arranged to have a larger supply of showers available from stock to avoid delays in future.
Responsive Repairs / Assets	You told us that when a major repair to your home required approval to be sought for the cost of the work, before work could be planned in you were not kept informed of progress and were unclear of the process and timescales.	We have reviewed our process and now contact tenants to explain this process when we submit the request for landlord approval and now advise tenants of the outcome of the approval request, and what will happen next.
Responsive Repairs	That when plastering works were carried out you were not made aware of how the work would affect you and your home or how you could prepare for the work to take place.	We created an information leaflet explaining what you should do to prepare for plastering work, what the work entails and what you need to do once the work is completed. This is shared with tenants when plastering work is approved.
Gas	That you were left without central heating after you switched on your heating at the beginning of winter and found that it was faulty, and you had to wait for it to be repaired.	We carried out a social media campaign to advise you to switch on your heating in Autumn before cold weather arrived and report any faults so that they could be repaired before the heating was required.
Assets / Housing Management	That you were not able to provide a family member with a new fob to access your block after the door entry control system had been upgraded, as we were unable to issue new door entry access fobs due to a technical fault after installation.	We reviewed our process and now ensure we test all newly installed access control installations thoroughly before signing them off with the installer. In addition to this we now ask installers to provide a supply of spare pre-programmed fobs in addition to those issued to tenants, so we can dip into these if there is an issue. This then led us to create an emergency 'banked stock' of pre-programmed fobs for all blocks, ensuring that if there are any technical issues, we can always provide tenants with a fob to access their block.
Responsive Repairs	You told us that you had to wait too long for us to carry out works to rectify damp issues in your home.	We have worked with our main contractor to increase the resources available to carry out this type of work.
Responsive Repairs	That when damp works were carried out after a survey certain tasks such as removing and rehangng a radiator where not identified and were missed, and you had to report these to us.	We have instructed our contractor to identify, as part of the damp survey, all jobs required to complete the work fully to avoid these being missed when the jobs are planned.
Responsive Repairs	That where damp works were planned to be carried out in several rooms at once, this was hard to manage and disruptive.	We have instructed our contractor that where work needs to be planned in multiple rooms, they should be led by the tenant to plan these consecutively to minimise disruption.
Gas	You told us that when you reported low pressure on your boiler an operative attended and repressurised the system but did not identify the root cause of the issue. This led to a repeat call out when the issue re-occurred.	We have instructed our contractor that when they attend a call out for low pressure, they must carry out an inspection of the entire system to identify any faults which may be causing the low pressure.
Income	You told us that when you contacted us regarding your rent account you were left unclear as to how much you owed and how much you needed to pay.	We have carried out further training with the Income Team to ensure that explanations given are clear and easy to understand.