

CHECK IT CHALLENGERS

QUARTER 4 UPDATE - JAN - MAR 2025



Six was the magic number for Check it Challengers this quarter.

Six tenants signed up to be a Check it Challengers and six projects were completed.

Here is a look at the difference the Check it Challengers have made this quarter.

RENT INCREASE LETTERS

We sent out a draft version of the rent increase letter, as a result of their feedback a number of changes were made to letter. The tone of letter was changed to be more personable as opposed to business like. More useful information was added in about support that's available and a breakdown of what can be found on the website to help.

DAMP, MOULD AND CONDENSATION BOOKLET

The check it Challengers looked over our new damp and mould booklet and came back with some great ideas, so many in fact it was impossible to fit them all into the booklet, so it has been decided to include some of their ideas into the wider damp and mould campaign.

SURVEYS PROJECT

The Check it Challengers reviewed three new surveys for tenants in this project including the Adaptations survey, Maintenance Inspection survey and the New Tenancy survey. Wording was changed in some of the questions for the Adaptations and Maintenance Inspection Surveys to make them more tenants friendly, another question was added to the Adaptations survey regarding how difficult the tenant found the process to allow us to pick up on any service improvements going forward, and comment boxes were added in the New Tenancy and Adaptations survey to allow us to gain more insight from the survey responses.

ADAPTATIONS POLICY

The review of the Adaptations Policy helped us to verify that the policy is fit for purpose and easy to read. The results showed that key areas such as re-housing and timeframes are easy to understand which are important. There was a re-occurring theme around the human element of adaptations and how they improve the lives and independence of our tenants. As this is a working document we will look to reflect this more via other avenues such as the website, however a paragraph was added to the top of the policy aim to reflect this.

CUSTOMER WARNING MARKERS: DANGEROUS DOGS

We asked the Check it Challengers to review our letters around dangerous dogs. As a whole, these letters had positive feedback from the Check it Challengers and so only minor changes were made, including some punctuation mistakes and ensuring all information was correct, for example signposting to the website.

LETTINGS: INFORMATION INSERTS

We sent out the information inserts that accompany letters sent out by the Lettings Team for review. The background to the letters has now been changed as there was feedback it could be difficult to read for tenants with vision impairments due to the colours. We also had feedback from the Lettings Team that they are working on a more comprehensive telephone service for those not online, as this was a concern for some Check it Challengers.