

YOU SAID, WE DID

Service Improvements
April to September 2023



You said...

I've received a letter from Penningtons telling me about a visit for a Stock Condition Survey. What does this mean?

We did...

We've created a section on our website dedicated to Stock Condition Surveys. It gives information to customers on why we are carrying them out, who will be undertaking the survey, what will happen during the survey and what the next steps are.



You said...

I've been waiting for some works being carried out to my garden, I've had to ring lots of times and been told different dates.

We did...

We've discussed this with our partner, Neighbourhood Services, who carry out garden works for us. We're now providing tenants with more realistic timescales for when works will be completed.



You said...

I've received a letter to say I have to 're-register' my housing application. Does this mean I have been removed from the Homeseeker list?

We did...

The letter is asking customers if they wish to remain on the Homeseeker list. We agreed that this is confusing and would make customer's think they would have to apply again. We've changed the wording on the letter from 're-register' to 'remain'.



You said...

I've damp in my home, you said you were getting an expert company in to look at it but haven't told me when this will be.

We did...

At the time the tenant contacted us, we didn't have a preferred damp specialist, we now have this in place. Our damp specialist provides us with timescales so we can let the tenant know.



You said...

You've sent a contractor out to my home to do electrical testing. They left my freezer unplugged, immersion heater on and left a heating switch unscrewed from the wall.

We did...

When we use contractors, we carry out rigorous checks and they are made aware of the standards we expect. We'll now be carrying out audits of our electrical contractors works.



You said...

I've been waiting for plastering to my living room for such a long time. I've kept chasing this up but still don't know when it will be done.

We did...

We've had delays with our Planned Repairs and Programme Replacement works. To help manage our tenants' expectations we have:

- Updated our website and included information on what to do if the repair gets worse.
- Written to tenants who are waiting for a planned repair or replacement, apologising for the delay and informing them we will write again by the end of November 2023, giving them timescales for the work to be completed.
- We've communicated with our contact centre staff, to help them deal with enquiries relating to delays with planned repairs or replacements.

