

# your comments count



We appreciate all feedback received from our customers whether this is a compliment, complaint or comment and use this to continually improve the services we offer to you.

This page shows some of the feedback we received regarding our repairs service during **quarter 1, April 11 – June 11**

To see how we have used the feedback so far please visit "improvement journey" under performance

## Compliments

*"Very happy with standard of work and speed it was carried out"*

*"The worker went above what was expected to ensure my door was finished, and a wonderful job has been done"*

*"Thank you to the damp team for doing a super job, and thanks to all the call centre team for the respect I received whilst reporting this job"*

## Comments

*"Everything that has been done is excellent"*

*"Quite efficient service on this occasion"*

*"Sometimes the tradesmen come at different times to the appointment and the tenant is not in"*

*"Generally happy with service however this particular repair is still not finished waiting for parts"*

*"Improve communication and timescales for repairs"*

## Complaints

*Tenant called saying he waited in all day for an inspection to the bedroom ceiling - the tenant is unhappy no-one attended*

*Tenant complained about the length of time that it has taken for the lintel to be replaced*

*"Repair man came to my property to sort out a leak in the kitchen. He had a look and said he would have to go back to the office to see if he could pull out the sink unit. I haven't heard anything since"*