



Customer Promise Feedback

Royal Quays – rented neighbourhood in North Shields
Assessed on 17th October 2018. Awarded **Silver**

You said	We did
<p>A decent home Assessors' recommended actions</p> <ul style="list-style-type: none"> Find out if Kitchen and bathroom upgrade is planned and inform customer of outcome 	<p>Customer advised of planned works (kitchen 2021 and bathroom 2026). Explained this can be requested sooner by the customer but without fault to the current fittings, it may not be approved</p>
<p>Value for money Assessors' recommended actions</p> <ul style="list-style-type: none"> Visit customer re live wire running through garden and rat problems (customer has raised several times and will taking the complaint to the local MP and press if not resolved) Carry out estate inspection with grounds maintenance contractor and Maintenance Survey to address customer concerns re the grounds maintenance service and trip hazards on footpaths Contact customer with information about right to buy 	<ul style="list-style-type: none"> Maintenance Surveyor advised he has been out and checked this and thinks it's an aerial and will recheck. Housing Manager picked up garden issues Contact made with senior manager of Tivoli to arrange site visit and scheme walk around. Meeting and scheme walk around confirmed for Tuesday 30 Nov at 10am Right to buy information provided (not currently available), and an update will be sent out when this becomes available on this estate
<p>A safe place to live Assessors' recommended actions</p> <ul style="list-style-type: none"> Customer feels unsafe and would like a security light fitted to the rear of the communal gardens Check if property requires a rewire and inform customer of outcome 	<ul style="list-style-type: none"> Request sent to maintenance and colleague advised security light will be fitted but is a service chargeable item Property does not require rewire but repair work is required. Work was scheduled for June 2018. Job has been re-raised and customer advised of new works plan
<p>Choice of products and services Assessors' recommended actions</p> <ul style="list-style-type: none"> Contact customers regarding trees getting cut back 	<ul style="list-style-type: none"> Job raised for trees to be cut back with Tivoli – 26.10.18

You said	We did
<ul style="list-style-type: none"> • Exterior communal gardens need improving – please inspect with contractor • Contact customer re anti-social behaviour and various upkeep issues • Reintroduce dedicated Housing Manager on the estate to improve the neighbourhood 	<ul style="list-style-type: none"> • Job raised with Tivoli – 26.10.18 • Contact made with customer and various issues being addressed – 26.10.18 • One Housing Manager will be responsible for this scheme going forward, and a communication to customers has been requested for Jan 2019
<p>Reliable services Assessors' recommended actions</p> <ul style="list-style-type: none"> • Communal gate opposite the property – works requested to repair the latch but nothing has happened. Latch broken – log job and resolve complaint • Customer is concerned the bannister on the stairs is dangerous, please inspect and order works • Contact customer to arrange inspection for broken shower 	<ul style="list-style-type: none"> • Work raised to repair gate outside property (to complete by 25.10.18) and to cut back tree outside property • Maintenance Surveyor arranged work with customer • Maintenance Surveyor reviewing works with customer
<p>Clear information and opportunities to influence Assessors' recommended actions</p> <ul style="list-style-type: none"> • Involvement Team to sign five customer's up to anyone@home • Potential Homelife article with advice to customers about what to do if there is a rat problem • Contact customer about options to become involved in befriending service • Contact customer re involvement opportunities 	<ul style="list-style-type: none"> • Customer's signed up to anyone@home • Idea sent to communications team • Link made with Homeside Lodge to explore this option – 26.10.18 • Customer invited to Viewpoint Team meeting
<p>People who care Assessors' recommended actions Contact three customer's re customer profiling and update Opendoor with appropriate vulnerability</p>	<p>Three customer's vulnerability status updated on Opendoor – 25.10.18</p>