



You said

We did

Customer Promise Feedback

Oriel Crescent – rented neighbourhood in Scarborough
Assessed on 1st August. Awarded silver

| You said | We did |
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| <p>A decent home Assessors' recommended actions Maintenance manager</p> <ul style="list-style-type: none"> • Send customers the schedule of works for next 12 months • Check schedule for kitchen replacement and update customer at 8a and 8b • Follow up on damp assessment in bedroom 8g • Check to see if new doors are due to be fitted 9c and update customer | <ul style="list-style-type: none"> • No scheduled works in next 12 months • Contacted 8a and 8b advising kitchen to be updated 2021. • Repointing completed which has improved problem. Maintenance monitoring. • Not complete- ongoing investigation |
| <p>Value for money Assessors' recommended actions Housing managers to:</p> <ul style="list-style-type: none"> • Contact customer at 8g regarding outstanding repairs • Inform all customers in the neighbourhood what they can expect from grounds maintenance contractors | <ul style="list-style-type: none"> • Shower sorted and no further works regarding damp- advice has been given to customer regarding reducing condensation. • Letter sent to all customers on 21/9/18 advising that the landscaping is done on a fortnightly basis and to report any issues through the Customer Service Centre. |
| <p>Reliable services Assessors' recommended actions Housing manager</p> <ul style="list-style-type: none"> • Speak to customer in 8d and arrange repair of dripping tap • Arrange shower repair in 8g • Update customer on dog fouling complaint | <ul style="list-style-type: none"> • Repair completed • Repair completed • Complaint resolved. Home Group are monitoring on monthly visits |
| <p>People who care Assessors' recommended actions Housing managers</p> <ul style="list-style-type: none"> • Ensure all customers have the most up to date information on ways they can log any issues about their property via the Customer Service Centre • Tell customers when Housing Managers are in the area when the next estate inspection is due. | <ul style="list-style-type: none"> • Letter sent to all customers on 21/9/18 reminding them of different ways to report issues to Customer Services Centre. • Estate inspections commencing in the next few months. Will be writing out to advise beforehand. |