



Customer Promise Feedback (rented)

Forest Hall, Newcastle Assessed 14/03/2017 Awarded: Silver

You said

We did

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<p>A decent home Customers mentioned the recent re-wires and said the works were very disruptive and messy</p> <p>Recommendations</p> <ul style="list-style-type: none"> • Provide customers with information about what is involved during planned improvement works; including disruption and decoration • Provide customers with a named contact, the Manager overseeing the works (contractor) 	<ul style="list-style-type: none"> • Agreed by Maintenance contract manager during visit. • Agreed by Maintenance contract manager and is now common practice
<p>Value for money Contact customer at Edwins Avenue to explain a charge that they don't understand</p> <p>Recommendations</p>	<p>Attempted to contact customer on three occasions and left messages for customer to contact us. Query now closed but can re-visit</p>
<p>Safe Place to live Customers have experienced anti-social behaviour - noise, neighbour, drugs, youth and fly tipping nuisance</p> <p>Recommendations</p> <ul style="list-style-type: none"> • Contact customers with ongoing anti-social behaviour concerns at 3 properties on Edwins Avenue • Contact customer on Lansdowne Road who would like a transfer 	<p>Housing Manager has attempted to contact all customers. No further reports of ASB and no current cases being investigated. Working with customer to resolve arrears to enable transfer</p>
<p>A choice of products and services Customers are unclear about what products and services are available. Review standard and questions</p> <p>Recommendations</p>	<p>Review of standards and questions added to Involvement Plan 2018-21</p>
<p>Reliable services Closer liaison with the contractor and Home Group when problems arise so that a clear explanation can be provided to customers</p> <p>Recommendations</p> <ul style="list-style-type: none"> • Follow up visit re ongoing maintenance concerns at Park Drive 	<ul style="list-style-type: none"> • Agreed and can visit to explain issues. • Surveyor visited and issue resolved.
<p>Clear information and opportunities to influence Send out involvement menus to four customers Edwins Avenue</p> <p>Recommendations</p> <ul style="list-style-type: none"> • Update customer profile for customers with hearing impairments 	<ul style="list-style-type: none"> • Assessors sign-posted customers to all involvement opportunities • Menu of involvement sent out • Profiles updated