



You said

We did

Customer Promise Feedback (Supported)

Jubilee Court, Consett, Durham; Assessed on 20th October 2017 Awarded: **Silver**

You said	We did
<p>A decent home Assessors' recommended actions</p> <ul style="list-style-type: none"> • Improve the outside lighting • Improve the communal and private gardens; trim trees and level paths; provide extra seating outside • Hang curtains in downstairs lounge (customers have been waiting 5-6 months) 	<ul style="list-style-type: none"> • Outside lighting globes replaced which is giving out more light. • Tree work completed and bushes to be removed w/b 2nd April; landscaping work planned making it more manageable with outside seating and pleasing on the eye. • Consultation with customers to decide how best to use the front lawn spaces. • Curtains and carpets replaced in the lounge and mezzanine area.
<p>Value for money Assessors' recommended actions Hold a meeting with customers to explain exactly what the service charge is for and how they can influence the service budget using the budgeting tool (attached)</p>	<p>Service charge consultation took place with customers on 15th February.</p> <p>Customers continue to be consulted on improving the hotel @ home standards and influencing spends throughout the scheme.</p>
<p>Safe place to live Assessors' recommended actions;</p> <ul style="list-style-type: none"> • Look into installing TV door entry system in all flats • Look into extra camera/surveillance on the entry door • Provide additional lighting on the outside path • Cut back trees leading to the entry door 	<p>TV door entry system in flats on channel 901. Customers have requested this to be on the bottom door entry- liaising with bay dales to see if this can be done.</p> <p>Lighting has been replaced external to the scheme.</p>
<p>Choice of products and services Assessors' recommended actions; Ensure all customers are aware of the list of products, services and activities on the notice board</p>	<p>Entrance area currently undergoing transformation and re branding of information. New carpet has been laid and new furniture is expected w/b 12th March 2018; a "you said we did" board will be added. New notice boards will display local amenities, events and events taking place at the scheme. A "useful information" file is being pulled together for the local area including hospitals, meals on</p>

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<p>Reliable services Assessors' recommended actions; Ensure welcome pack is up to date</p>	<p>wheels, churches etc. as recommended.</p> <p>Welcome pack is being reviewed and rebranded</p>
<p>Clear information and opportunities to influence Assessors' recommended actions;</p> <ul style="list-style-type: none"> • Give customers plenty of notice about activities and meetings along with reminders • Look into training for customers on getting online, focussing on something which will hook customers in such as online shopping • Continue involving customers throughout Hotel@home improvements • Show customers the Home Group website • Fix the scheme computers • Involve customers in KISS, Equality & Diversity, recruitment and value for money 	<ul style="list-style-type: none"> • Regular coffee mornings now happening at least once a month • Intergenerational work with customers and local children from Sure Start nursery. First event taking place on 14th March 2018 "All About Me". Future events to include gentle sports day, story time and craft making. Recent coffee morning held with fire service, to be repeated 6 monthly; other events planned to celebrate royal weddings, Easter and other cultural celebrations which will be discussed and agreed with customers on a regular basis. • Once the computers are repaired, Age UK will come and talk to customers about basic computer training etc. • Coffee mornings and event etc. now displayed on notice boards in advance.