



## Customer Promise Feedback

Collin Spring Court – rented neighbourhood in Birstwith, Yorkshire  
 Assessed on 9<sup>th</sup> August 2018. Awarded Silver

You said	We did
<p><b>A decent home</b>  <b>Assessors' recommended actions;</b></p> <ul style="list-style-type: none"> <li>• Surveyor to visit Collin Spring Court and assess the windows</li> <li>• Send all customers information with timescales for replacing the windows</li> <li>• Follow up with customer regarding specific repairs.</li> </ul>	<p>Surveyors have completed the relevant paperwork to get windows and doors replaced as part of our planned maintenance works from April 2019 onwards. We are unable to provide a definite date at the moment but Claire Blacka will ensure more information is sent closer to the time.</p> <p>Calls were made to specific customers and messages left where there was no answer.</p> <p>If there are any unresolved issues, please do get in touch.</p>
<p><b>Value for money</b>  <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Send customers the grounds maintenance schedule so they know what level of service they can expect to receive</li> </ul>	<p>Our landscapers cover the following tasks;</p> <ul style="list-style-type: none"> <li>-Litter picking, drain clearing and hedge trimming.</li> <li>-Grass cutting in the summer months</li> <li>-Shrub pruning, leaf clearing and weed spraying.</li> </ul> <p>They are scheduled to visit fortnightly in the summer and monthly in the winter. They are expected to be there for approximately 2 hours per visit.</p>
<p><b>Safe place to live</b>  <b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Involvement Team to share customer feedback regarding parking with Development Team as part of the customer consultation on proposals to</li> </ul>	<ul style="list-style-type: none"> <li>• Action completed by Involvement Team</li> </ul>

You said	We did
create a footpath on Clint Bank	
<p><b>Choice of products and services</b></p> <p><b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Sales or Leasehold Team to arrange a visit to speak to shared ownership customer.</li> <li>• Share feedback from shared ownership customer with Kirstie Kelly to feed into national leasehold review</li> </ul>	<p>Action completed by involvement team.</p> <p>If any customers would like more information from the shared ownership team, let our Customer Service Centre know.</p>
<p><b>Reliable services</b></p> <p><b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Contact shared owner to discuss external repairs to the roof</li> <li>• Monitor the performance and quality of work carried out by new contractor at Yorkshire Viewpoint Team meetings</li> </ul>	<p>This was passed to our shared ownership team and my understanding is that they have made contact. If this is not the case, let our Customer Service Centre know.</p>
<p><b>Clear information and opportunities to influence</b></p> <p><b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• Involvement Team to register interested customer for digital involvement opportunities</li> <li>• Leasehold/ Sales Team to contact customer</li> </ul>	<p>Customer registered on anyone@home</p> <p>As above.</p>
<p><b>People who care</b></p> <p><b>Assessors' recommended actions</b></p> <ul style="list-style-type: none"> <li>• No recommendations</li> </ul>	<p>N/A</p>