



Customer Promise Feedback

Grove Hill – rented neighbourhood in Middlesbrough
Assessed on 19th June 2018. Awarded **Silver**

You said	We did
<p>A decent home Assessors' recommended actions; Ashfield – inspect and resolve problems with door handles</p>	<p>Maintenance Surveyor visited customers to inspect a number of jobs that were raised at the customer promise assessment. Any work identified have been checked and repaired</p>
<p>Value for money Assessors' recommended actions</p> <ul style="list-style-type: none"> • Inspect and take enforcement action for overgrown individual gardens • Review cleaning contract services following customer complaints • Communicate grounds maintenance schedule to all customers – frequency, what should be done • Inspection required for fence works • Landscape co-ordinator to inspect overgrown trees 	<ul style="list-style-type: none"> • Issues resolved • Viewpoint customers are reviewing performance of cleaning services • Housing Manager wrote to and visited customers • Estate inspection completed week commencing 22nd October
<p>A safe place to live Assessors' recommended actions</p> <ul style="list-style-type: none"> • Inspection required to review communal lighting and look at additional lighting • Landscape co-ordinator to inspect overgrown trees covering lighting • Contact customer about parking issues • Contact customer to confirm if neighbour complaint has been logged • Housing Manager to explore sub-letting • Contact customer to discuss potential racism against children 	<ul style="list-style-type: none"> • All maintenance actions identified during the promise assessment have been completed • Housing Managers have dealt with allegation of sub-letting, anti-social behaviour and claim of racism
<p>A choice of products and services Assessors' recommended actions</p> <ul style="list-style-type: none"> • Ashfield – check for abandonment 	<ul style="list-style-type: none"> • Housing Manager followed legal process to successfully end tenancy of abandoned property

You said	We did
<ul style="list-style-type: none"> • Review parking dispute complaint • Visit and take enforcement action to remove old mattress in garden • Contact customer to assess housing need and potential transfer • Provide advice about gardening service and adaptation referral for shower • Carry out multi-agency inspection, perhaps a street safe initiative to address anti-social behaviour and upkeep issues 	<ul style="list-style-type: none"> • Complaint reviewed • Enforcement action taken to remove mattress • Completed housing need assessment • Provided advice and guidance • We are working with our contractors to improve the quality of grounds services and upkeep of the neighbourhood and have seen an improvement
<p>Reliable services Assessors' recommended actions</p> <ul style="list-style-type: none"> • Ashfield – inspect blistered driveway • Ashfield – raise works to re attach downpipe to gutter • Ashfield – inspection damp in bathroom ceiling damp and report extractor fan • Hedingham – inspect internal doors • Hedingham – contact customer to discuss permissions for installing shower • Deepdale Bungalows – inspect fence repairs at the front of no 61 • Deepdale – inspection communal electric metre issues and damp in bedroom • Hedingham – arrange inspection to review ongoing repair issues - bathroom leak 	<ul style="list-style-type: none"> • Information provided, inspections complete and works raised
<p>Clear information and opportunities to influence Assessors' recommended actions Contact customers to discuss involvement opportunities</p>	<p>Customers are encouraged to share their views and opinions. Involvement opportunities and information have been shared with customers as highlighted</p>
<p>People who care Assessors' recommended actions</p> <ul style="list-style-type: none"> • Update 3 customer profiles (Ashfield and Hedingham – English not first language, eyesight and hearing impairment and text to speech services • Contact with Right to Buy information • Check customer profiling during promise assessments • Re-arrange right first time questions to improve understanding 	<ul style="list-style-type: none"> • Housing Management system updated to reflect customer contact and profile preferences • Housing Managers visited customers to provide responses to their questions • Consultation questions rearranged