



You said

We did

Customer Promise Feedback

Juniper House a supported service in Blaydon-on-Tyne, Newcastle
Assessed on 15th August 2018. Awarded gold

You said	We did
<p>A decent home</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> • Replace benches in the garden with solid wood items and buy a solid wood table and chairs set. • Contain the bin storage area behind gates • Support the customer to redecorate following water damage 	<p>We have replaced the wooden bench in the garden and also have a new table and chairs set.</p> <p>We have upgraded the bin storage area now and had the area cleared.</p> <p>The customer was offered support to redecorate after the damage, but they declined, so we brought in a contractor and this is now done.</p>
<p>Value for money</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> • Involve customers when setting the yearly budget plan and in scrutinising it quarterly • Circulate the service charges and involve customers when reviewing it yearly • Request copies of the annual review from the Communications team and make it available to customers 	<p>I have just set the annual budget, and involved customers.</p> <p>Service charges are circulated annually at the start of each financial year. Ours are due soon and we will circulate and hold a meeting with customers to explain.</p> <p>This is now in place and new issues delivered to the customers flats.</p>
<p>Reliable services</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> • Resolve the leak in and repair water damage 	<p>We called out the Home Group Maintenance surveyor who has been able to identify the cause of the leak and order</p>

You said	We did
<ul style="list-style-type: none"> • Encourage the customer to formally complain about dissatisfaction with the repair service • Promote the formal complaints procedure at house meetings and on noticeboards 	<p>the proper repair. Now completed. We have encouraged the customer to formally complain about the repair service, but due to the response, he is now happy.</p> <p>We have complaints forms on display around the building, and we have gone through the complaints process with the customers both in meetings and individually.</p>