



You said

We did

Customer Promise Feedback (Rented)

Pentons Close, Alton, Hampshire
Awarded: Silver

Assessed on 22ND February 2018

You said	We did
<p>A decent home Assessors' recommended actions</p> <ul style="list-style-type: none"> • Inform customer of new kitchen fittings. • Inspect mould issues in Flat X. 	<ul style="list-style-type: none"> • The planned program has yet to be finalised. Customer is aware and will be informed as soon as program is set. • Flat X empty and now re-let. No signs that damp was caused by a leak or building was damaged. Mould cleaned off walls.
<p>Value for money Assessors' recommended actions</p> <ul style="list-style-type: none"> • Establish whose responsibility the fencing is • Speak to management company about parking, lighting and leaves 	<ul style="list-style-type: none"> • Fencing belongs to the management company, who have been made aware of this and the lighting issues. • Parking has been restricted on the main entrance road due to safety concerns (cars were having to drive on the wrong side of the road to enter Pentons Close) but there is allocated parking to the rear of the homes. • Customers advised to speak to Council if they require a disabled car parking space.
<p>Safe place to live Assessors' recommended actions</p> <ul style="list-style-type: none"> • Ensure customers feel listened to in cases of anti-social behaviour • Investigate the fire door situation at Flat X 	<ul style="list-style-type: none"> • No reports of Anti-social behaviour in Pentons Close but Housing Managers are aware of Policy and Processes for Anti-social behaviour. • Maintenance surveyor investigated fire door and concluded the customer did not need a fire door.
<p>Choice of products and services Assessors' recommended actions Promote this service via Homelife and the website.</p>	<p>Passed onto Communications team</p>
<p>Reliable services Assessors' recommended actions</p> <ul style="list-style-type: none"> • Address outstanding repairs at Flat X • Ensure customers feel listened to, cared for and re-assured when they contact the call centre 	<ul style="list-style-type: none"> • Complaint due to dissatisfaction with repair service resolved. • Customer service centre have had new training on customer experiences and taking calls. Workforce management is working to ensure that Housing Managers call customers if the customer service centre is unable to help.

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<p>Clear information and opportunities to influence</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> • Promote the Home Group website and digital services • Promote involvement opportunities 	<p>Assessors handed out the menu of involvement and digital involvement information.</p>
<p>People who care</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> • Ensure customers feel listened to and cared for • Ensure contractors contact customers in plenty of time if they're going to cancel or not turn up 	<p>South West maintenance area now has new contractors and we at Home Group anticipate that they will perform better than the previous contractor.</p>