



**You said**

**We did**

## Customer Promise Feedback (Supported)

Winlaton, Gateshead    Assessed on 15<sup>TH</sup> June 2017    Awarded: Silver

You said	We did
<p><b>A decent home</b>  <b>Assessors' recommended actions</b>            Complete Hotel@home self-assessment which will support proposed improvement plan</p>	<p>Proposed improvement completed with brand new washing machine purchased and fitted in flats. Laundry room space now extends into the office which has created more space for customer activities.</p>
<p><b>Value for money</b>  <b>Assessors' recommended actions</b>            Give customers opportunity to know when and how they have been involved in spending the service budget</p>	<p>Customers have been involved and consultation carried out around new carpets and decoration for their flats for next year and included in the budget.</p>
<p><b>Safe place to live</b>  <b>Assessors' recommended actions</b>            Let customers know what is decided about having longer staffing hours</p>	<p>We are looking at changing staffing hours to 8 am -8 pm. Consultation will be carried out with colleagues and customers about changes should they be approved by commissioners.</p>
<p><b>Reliable services</b>  <b>Assessors' recommended actions</b>            Promote the formal complaints procedure to customers who are unhappy with repair service</p>	<p>Customers have been informed of the correct procedures for customer complaints and are adhering to the measures</p>