

## You Said/We Did

**You said—** That new tenants should be offered a timed appointment to commission their heating system.

**We Did—** introduce a 2 hour appointment system to commission new heating systems, making it easier for new residents to plan their time. For vulnerable and older customers we make a call from the previous job to avoid waiting in a cold empty property.



**You said—** You wanted the annual involvement Conference to be more tenant led.

**We Did -** The last conference was themed around "Residents Leading the way" and it was renamed the Showcase event. Residents ran stalls and workshops showing what they had achieved throughout the year. This year tenants are again helping us plan the conference.

**You said -** You stated there were quality issues with the Grounds Maintenance service provided

The **Tenant Management Team** have completed a full scrutiny review of the Grounds Maintenance service, speaking to residents, staff & employing an independent expert for advice. The report has gone to the General Management Team & the Board and an action plan is currently being produced by New Charter to put into force the recommendations made.



**You Said -** You wanted more fun activities.

**We Did -** Put on an interactive flower arranging workshop run by a tenant representative which was enjoyed by everyone who attended.

**You said—** you wanted one point of contact for leaseholders  
**We did—** dedicate a named officer for leaseholder enquiries,  
Making communication simpler

**You said—** we should rename the "Hardship Fund" to try to encourage more take-up. You suggested the name "A Helping Hand."

**We did—** change the name to "A Helping Hand."

**You said—** we didn't need to show all personal details in regards to Direct Debit notification

**We did—** Change the content and removed some data as per your suggestions



**You said—** staff in the advice shops don't always have their name badges clearly visible

**We did—** redesign the name badges so that they are visible from both sides

**You said—** you wanted repair operatives to phone you to tell you they were on their way to your home when coming to do a repair

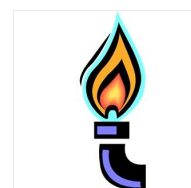
**We did—** tell operatives to ring tenants with this information

**You said—** you wanted the repair centre to be opened over the Christmas/New Year period

**We did—** open our offices for repairs on the non-Bank Holiday days

**You said—** the Gas Servicing Warning letter needed improving

**We did—** change the document as per your suggestions



**You said—** you wanted to see a copy of the lettability document at the accompanied viewing of properties.

**We did—** change the procedure to accommodate this request.

**You said—** you were concerned about false bidding on the Choice Based Lettings scheme.

**We did—** increase the security processes required before adding or deleting bids on online Choice Based Lettings.

**You said—** you wanted Local people to receive some preference on the Choice Based Lettings scheme.

**We did—** introduce local connection points to the system.

**You said—** as existing customers you shouldn't have to complete a full accommodation application form when you had a change in circumstance

**We did—** produce a simplified form for people to notify us of changes in circumstances