

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.

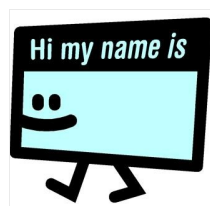
You said— you wanted one point of contact for leaseholders
We did— dedicate a named officer for leaseholder enquiries,
Making communication simpler

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

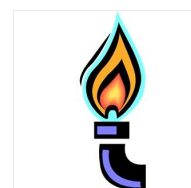
We did— tell operatives to ring tenants with this information

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

You said— you wanted less mail from New Charter

We did— Combine the Resident Involvement Natterbox newsletter with the New Charter News. We also have created a database of mailouts to combine as many publications as possible



You said— you wanted us to use email and texting to contact you where possible

We did— text and email the Resident Involvement sounding board to advertise events



You said— you didn't like receiving brown envelopes as they reminded you of bills

We did— change all our envelope stock to white envelopes with windows so the New Charter Logo is visible

You said— the Service Review Group meetings were unpopular because they were held in the evenings

We did— change the format of the meeting to an informal session over lunch

You said— our website isn't user friendly

We did— commence a review for an entirely new website design, working with students from the New Charter Academy and engaging with residents throughout



You said - you wanted the Resident Involvement Team to be more visible on estates and in the community

We did— take our service out locally by organising surgeries at the neighbourhood shops, publicity market stalls and road shows

You said— that using the Advertiser wasn't a good way to advertise properties for let, as it isn't received by everyone and information is quickly out of date



We did - Initiate using "Looking Local" services, accessed through interactive televisions, to advertise properties

You said— you didn't like the wording and the pictures in the Lettings brochure

We did— Rewrite the brochure with your help

You said— you disagreed with our suggestion to suspend housing applicants from the waiting list after refusing one property

We did - up the suspension rule to after applicants had refused three properties



You said— you wanted a choice on how to spend your decoration allowance on new lets

We did— put three options into place over decoration, including vouchers, full decoration of a room, or a whitewash throughout

You said— you were unhappy with New Charter using the term "void" to describe vacant properties

We did— endeavour to stop using this term in our publications and at meetings

You said— some aspects of the decorating voucher scheme could be improved

We did— re-negotiate the arrangement with the supplier to enable tenants to spend their vouchers over a number of visits and introduced a customer feedback scheme



You said— you wanted a mutual exchange scheme which enabled you to advertise “swaps” with tenants of other landlords

We did— join the Homeswapper scheme giving our tenants free access to this service

You said— you had concerns about the letting of new developments

We did— work with local residents to develop a tailored lettings scheme for the new development at Atlas Street, Ashton

You said - you were frustrated with the “Early Sign up” scheme we trialled

We did— Discontinue this scheme



You said - you were concerned that property left behind by former tenants was being taken to the tip and thought some of it could be re used.

We did— Work with volunteers on the Second Generation project to identify items of furniture etc which can be recycled.



You said— you would like a handyperson service introduced for those smaller jobs which you can't do yourself

We did - introduce a pilot handyperson scheme in the Ashton area

You said - you wanted to give your opinion regularly on the grounds maintenance and caretaking service on your estate.

We did — produce a system of grounds maintenance and caretaking monitors to report back to New Charter



You said— you said you wanted more convenient and easier ways to pay your rent

We did— introduce an automated 24 hour payment line and put barcodes on all invoices

You said - you wanted easier access to the Leasehold handbook

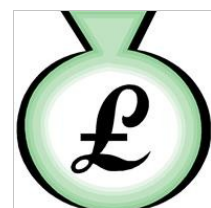
We did— make this available on-line

You said— you wanted more choice over Direct Debit payment dates

We did - introduce more payment dates

You said— you wanted New Charter to take action sooner on rent arrears

We did— shorten the time period on "Notices Seeking Possession"



You said— you wanted more personal contact from the Revenues department

We did - endeavour to increase our personal contact with our customers.

You said— The Out of Hours service is poor- staff lack knowledge, have a poor attitude, and service can be inconsistent

We have - plans to undertake a mystery shopping exercise on the service to make recommendations for improvements



You said— you'd like a consistent service for telephone answering, ideally with enquiries being dealt with at first point of contact and without being passed around

We did - start the process to introduce a single point of access for customers, focusing on first point resolution. Staff will be multi-skilled so that the large majority of

occasions, the person answering the call, can resolve the enquiry. This will be called 'Connect'.

You said— you wanted us to know who we were and our issues as soon as we received your phone call

We did - start the process of introducing a caller recognition system, which will bring up all your details whilst we are on the phone, stopping you having to repeat yourself

You said— It would be beneficial for call operating times to be longer

We are — giving consideration to extending the existing opening times for calls

You said— in regards to our customer profiling survey, that the Ethnic Groups question should reflect our tenant population and that there should be a "prefer not to say" option on personal or sensitive information

We did - add a 'Polish' category and a "prefer not to say" option to the survey in regards to "sexual orientation"

You said - staff and customers should be educated on 'what is a complaint' and how to approach complaints

We are - initiating educating staff and customers on complaints and will ensure that all literature is simplified, clear, 'plain English' and clearly explain which is and isn't a complaint