

Housing Services Department 2006/7

WHAT YOU SAID	WHAT WE DID
You reported children playing in the car park and vandalising cars	We installed additional security in the Car-park
You said one of our contractors was rude to you on the telephone	Our contractor investigated a customer care course for their telephonists
Our contractor took 3 months trying to get the heating working	Compensated you for the inconvenience.
You were left with an unfinished kitchen for several days which was very disruptive	Introduced a packing and unpacking service for the kitchen contents of elderly and disabled tenants and changed contract to include for this. Advise tenants of level of disruption and packing service prior to work.
You reported a leaking downpipe 3 months ago and no action has been taken	This work was already included in programmed work and the tenant had not been informed. We have developed a procedure to ensure that tenants are notified of inclusion in planned work as some time can elapse between reporting a repair and work being undertaken
Our contractor failed to turn up to renew a slippery path	Spoke to our contractor who then changed their procedure to ensure the problem does not happen again.