CAP Development Tour March 2018

A group of CAP Members had the opportunity to visit some of the Saffron development sites this week. These properties included new builds and also the conversion of older buildings into flats. The sites visited were at Little Plumstead, Acle, Lowestoft and Dickleburgh.

The new builds were so impressive and were indistinguishable from the private properties being built next to and amongst our Saffron property. Internal finishes and fittings were to a high quality and the decoration was first class. In the bathrooms you could easily think that you had arrived at a 5 star hotel.

It was pleasing to note that the new build bungalows had really been designed with the potential tenant in mind, fantastic wide external and internal doors, and well-designed wet room facilities with lots of space.

The industrial building that had been converted into flats at Lowestoft was incredible, and to think that all the building material had to be carried by hand up two flights of stairs, goes beyond belief. Credit to the builders and Saffron for this development. Also pleasing was the retention of the original stairwells, adding charm to the overall appearance of the building.

The final visit was to Saffron’s own development (in Dickleburgh) that has now been finished, it looked just like a private development with a mix of property and the use of grey cladding that really gave the external walls depth of character and a very modern finish. Real thought had been given to the disposal of surface water in a clay rich soil, it must have been a real engineering achievement.
What are you entitled to?
Entitled to is an online benefits calculator which can help you check that you are getting all of the benefits you are entitled to.
Go to www.entitledto.co.uk

How do you like to communicate?
Contact us using our details below to advise us of your preferred contact method to receive information from CAP. Telephone, TEXT, Email, Facebook etc. Write to: The CAP Office, Suite 4 Victory House, Chequers Road, Tharston NR15 2YA, Tel:01508 531816, or email us at: customeradvisorypanel@outlook.com

Our visit to Saffron’s Customer Contact Centre

On the 8th of March two CAP Members had the opportunity to visit the Customer Contact Centre. We were told the team is contacted on average 1,400 times a week. 88% (1,200) are phone calls with the other 200 being by email, online or people calling into Saffron Barn in person. 40% of the contacts are related to repairs.
We were introduced to the team and then shown how the calls relating to repairs are processed, starting with diagnosis and logging, appointing and then how they are scheduled. There are large screens in the office displaying the number of calls waiting to be answered, who is available to take calls, the number off calls each individual has taken and what the longest waiting time had been for the day.

Utilities Roadshows

These were run by Community Action Norfolk, hosted by Saffron and supported by CAP Members. All tenants living in the towns and villages, where they were held, had been invited by email or letter. They have been advertised on the Saffron Facebook Page as well. The Roadshows were for all tenants.

Any tenant, in particular those who could be affected by fuel poverty, would be very surprised about how much you can learn about saving energy, and getting help with changing suppliers.

For those who couldn’t attend, we are willing to send you the information handouts. Please contact us using the details below. For more information see page 8 of Saffron News.

Tel: 01508 531816
Email: customeradvisorypanel@outlook.com

The CAP Office, Suite 4, Victory House, Chequers Road, Tharston NR15 2YA