

You said...

...We did.



To have better communication with complainants when a complaint is received and to keep in contact throughout the duration of the complaint.

A complaint handler now contacts the complainant after every communication is received.



We are told quite a lot that people will be attending repairs, but no one is turning up or the jobs are not followed through.

An outstanding works action tracker has been created to prevent this from happening going forward.



Better communication between departments and teams are needed.

The repairs review, which we have underway, will provide standard procedures for everyone who is connected with that repair to follow. This will provide consistency and improve communication within the business.



More communication needed when repairs are cancelled or rearranged.

We have a number of different ways we advise of new appointments. We will firstly call you to let you know the new time and date and you will then receive an automated text message with a reminder of your appointment.

The text service is also currently being reviewed as part of the repairs review.



Orwell Housing* were not easy to deal with.

We are currently discussing the service level agreement that is in place, to make this more in line with the service provided by Saffron.

*Orwell Housing will sometimes carry out repairs on our behalf to properties which fall within their area.