

YOU SAID WE DID

Summer 2026



**Listening to residents and acting on
what they say**

Service area	Residents told us	What changed
Repairs / Mears Contractor	Unclear next steps and delays with follow-on works.	Operatives can contact appointment planning directly; staff reminded to explain timescales.
Repairs/ Heating Contractor	Repeat heating issues and unclear safety processes.	Senior escalation routes, staff training and feedback cards.
Major Repairs and Improvement Works	Planned works and property-condition concerns needed follow-up.	Dissatisfied residents contacted; satisfaction cards and stakeholder engagement plans introduced.
Estate Caretaking Services	Residents wanted visible action on estates.	Photobook before/after evidence and estate officer follow-up visits.
Anti-Social Behaviour (ASB)	Residents wanted ASB handled more clearly at first contact.	Call Centre can issue ASB logbooks and diary sheets directly.
Call Centre	Residents did not want to be passed between teams.	First-point resolution opportunities reviewed and better service scripts identified to resolve queries.
Rent collection and Financial Inclusion	Residents wanted to comment on financial inclusion support.	Financial Inclusion survey developed and closer working with the Call Centre.
Resident Engagement	Residents wanted communication in ways that work for them.	Preferred communication methods explored; newsletters, mail-outs, email and surgeries considered.
Sheltered Housing	Residents wanted faster responses to repairs, heating and safety issues.	Monthly resident-staff Health & Safety inspections meetings and regular contractor meetings attendance.
Out-of-Hours service	Out-of-hours call response times needed improvement.	Dedicated Housing repairs out of hours call handling service started, with daily monitoring of performance.
Complaints	Residents wanted updates and learning from complaints.	Complaints handling Improvement plan put in place, regular contact with residents complaining, better reporting and complaint case learning put in place.
Rent collection and Financial Inclusion	Residents wanted to see Rent Team staff more.	Once a week Rent Team surgery at the Food bank, where residents can talk to rent staff face to face.
Sheltered Housing	Residents wanted more contact with staff.	Sheltered Housing Surgeries at each scheme, where residents can talk to staff. Health Agencies attend.
Resident Services	Residents attending Community Hubs wanted more contact with staff.	Monthly surgeries at Community Hubs, where residents can talk to Housing Officers face to face and drop in.