

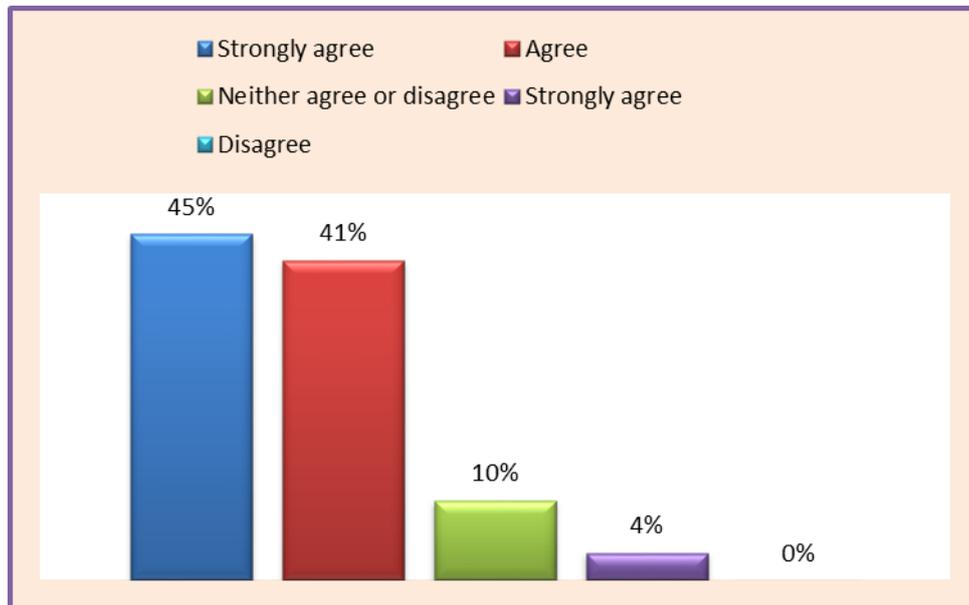
## Summary of Customer Care Policy tenant consultation (register)

We sent the tenant consultation by email only and received 29 responses in total. We emailed 201 with a link to the survey monkey platform. Emails were sent to our Register of Interested Tenants.

The response rate for the survey is **14.4%** of those invited to take part.

The consultation took the form of four questions, the results have been summarised below.

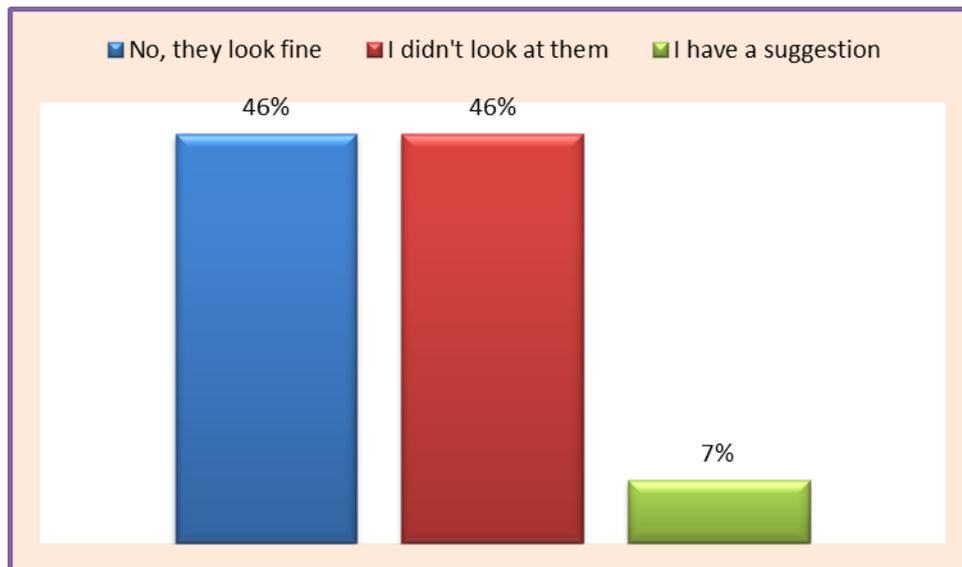
### Q1 Do you agree that making the response acknowledgement time two working days will help to reduce the number of complaints made about the lack of response from the Association?



#### IF YOU HAVE ANY FURTHER COMMENTS PLEASE ADD THEM BELOW:

- It seems that we just have to put up with flooding coming from the front room windows upstairs. I have recently decorated and painted my flat. Now I have a big brown stain on my ceiling which has been looked at but no action has been taken to resolve this. I also ordered a new fob to access the building when a member of your association but I still have not received this although I was sent a text saying I would get 1 straight away. Also I refuse to re-paint my ceiling. It's cost me over £300 on paint and because there has been no action to resolve the problem of the leak coming from the above flats im very angry that I was told to re decorate myself

**Q2 If you looked at our customer care standards on our website, did you see any others that you think need to be changed to make them better?**



**PLEASE ADD YOUR SUGGESTION**

- Not everyone can use the website must be a better way if you would answer your phone calls it would help
- Yeah we need access to our cellars again. It has been a problem for a long time and now the rent has increased. Ridiculous that we have to store which would need to be in our cellars in our flats with no space to put certain things and to increase the rent is cheeky

**Q3 Do you have any other comments or suggestions to make to improve your experience of our customer service?**

**RESPONSES**

- Why don't you just talk to your tenants
- yes, Please become more serious with Owners of Dogs who molest their neighbors with Dogs' faeces around the houses
- I have mentioned in a previous survey that my neighbour is a known drug user. The police are aware and there are frequent visitors and comings and goings to the flat all day and late at night. I'm not sure how the allocation system works but I feel Langstane should take more care about who they house in their properties and where they house them.
- Not really, an element of patience is often required
- Personally I think you provide a good service overall.
- No
- No
- I think the pet policy needs to be reviewed again and if changed then enforced.
- No
- Take all complaints seriously & put yourselves in the place of the complainants
- Responses are fast but the actual resolution is very slow and never followed up.
- None
- Yeah. We have no understanding of which staircases and windows u put a rota up for us to do. Plus I complained about the seals in the front room windows. Upstairs flats were both flooded and there is nothing being done about it. I also asked for a fob key to access the building 6 months ago and I still don't have it
- None that I can think off. you all do a terrific job in my eyes
- The phone line to be upgraded I have phoned a couple time and it just hung up on me
- No

**Q4 Please add your contact information in case we need to follow up on any of your comments.**

Contact information has been removed from this summary for confidentiality.

**Summary**

The majority of those who responded stated they strongly agreed that making the response time two days could reduce the number of complaints. 45% of respondents looked at the standards and stated they looked fine with the same percentage of respondents who didn't look at them.

A range of comments were made including requests for more contact with tenants, changes to the phone system and compliments on how good the current service is.

**Outcome of consultation**

The decision to change the response date has been approved and our Customer Care Charter updated.