

Resident Survey Feedback 22/23

You said...



Communication to be improved as a whole

We will...

- ▶ Ensure up to date information is available on your noticeboard
- ▶ Create 'easy read' versions of our Complaints and ASB processes
- ▶ Advertise events on noticeboards and add QR codes so you can get more information
- ▶ Place our updated activities list and workshop calendar on noticeboards
- ▶ Get your thoughts and views when updating our policies
- ▶ Review our Resident's website and get your feedback on what can be improved
- ▶ Continue to develop other ways that we can communicate e.g. text messaging, site newsletters and getting your feedback through surveys



Complaints aren't dealt with / it's not clear what the process is?

- ▶ Create easy read versions of our Complaints process
- ▶ Tell you how well we dealt with your complaints including what we've learnt and what we are changing so you can hold us to account
- ▶ Introduce feedback surveys after you raise a complaint so we can learn what to do better



Repairs to be completed on time and to be kept up-to-date

- ▶ Clearly explain our turnaround times for Emergency, Urgent and Routine repairs so you know what to expect
- ▶ Put key repairs information on noticeboards and on the resident's web page
- ▶ Continue to look at creating appointments at different times
- ▶ Tell you how well we have done with our repairs completion times so you can hold us to account
- ▶ Explore the use of a text messaging service so we can keep you updated on the status of your repair
- ▶ Continue to develop our systems over the next year so we can give you better information about your repair



We want more group activities and regular meetings

- ▶ Continue to roll-out our new programme of activities and meetings
- ▶ Create a list of all activities / events that are happening throughout the year and put these on noticeboards and on the residents web page
- ▶ Publish an 'engagement calendar' where you can get involved in giving us feedback on our services and learn about opportunities to participate



We want to ensure we feel safe to report ASB issues and to be dealt with

- ▶ Introduce a text messaging service so residents can communicate confidentially on an ASB issue
- ▶ Create an easy read version of our ASB policy so everyone can see how we deal with these issues and the support that is available



We want our visitors to come inside our homes

- ▶ Continue to allow visitors to attend your home in line with our project rules
- ▶ Have conversations with you where the rules are different at your site and seek your views on what you'd like to be changed
- ▶ Ensure the rules are communicated clearly and simply