

Resident Survey Feedback 23/24

You said...

We will...



Written communication to be improved

- ▶ Ensure up to date information is available on your noticeboard
- ▶ 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
- ▶ Translate key documents and important notifications
- ▶ Reduce number of words and make communications easier to read



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

- ▶ Introduce feedback surveys after you raise a complaint so we can learn what to do better
- ▶ Ensure that the Complaints easy reads are clearly displayed on noticeboards at sites
- ▶ Continue to publish the complaints handling performance every quarter to the resident reps and on our website



Repairs to be completed on time and to be kept up to date on completion time / cleaning standards

- ▶ 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
- ▶ Monitor cleaning frequency and standards



We want more group activities and regular meetings

- ▶ Publish an 'engagement calendar' where you can get involved in giving us feedback on our services and learn about opportunities to participate
- ▶ Introduce more social activities and life skills training
- ▶ Support with moving on



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

- ▶ Introduce an online form so that you can raise ASB issues electronically
- ▶ Provide you with a report on how well we have dealt with ASB issues and report this to the resident reps
- ▶ 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 and extend the visiting hours to your home in line with our local site rules
- ▶ Review our Visitors policy and seek feedback from the Resident Reps
- ▶ Ensure the rules are communicated clearly and simply, including through an easy read version



Remember, you can always raise a complaint about any aspect of our service through email, complaints@ymcaspg.org or by scanning this QR code