

You said, we did: 2024

You said...

In our September cost of living interviews with residents, you said the cost of living is still an issue as things have risen higher than benefits and wages. There is a mixed response to a proposed rent rise - services need investing in, but some residents are financially struggling.

We did!

We are considering with the Council how we can do more to help tenants with the cost of living pressures, and have included this in our autumn rent consultation.

You said...

In August's Neighbourhood Strategy Survey, you said clean, safe and friendly neighbourhoods are what makes a good neighbourhood.

We did!

We are using this information in the development of our new Neighbourhoods' Strategy.

You said...

In the July tenants' forum, you supported proposals for the new Adaptations Policy.

We did!

We worked with Cornwall Council and developed an annex to their policy.

You said...

In July, the top priorities for our responsive repairs residents were communication, respect and understanding.

We did!

This influenced over 20 customer service standards, which have been included in the contract information or plans for the new contractors. Seventeen questions were identified for contractors to be put forward by Cornwall Housing during engagement.

You said...

Residents' top priority for the new mechanical and electrical contractor is excellent communication (including notice of appointments).

We did!

This influenced over 20 customer service standards, which have been included in the tender information or plans for the new contractors. Six questions were identified for contractors and five residents have volunteered to get involved in the recruitment.

You said...

Improvements could be made to the June 2024 Air Source Heating video and leaflet

We did!

We made these changes.

You said...

In February/March 2024, residents at some of our older person higher need schemes said they aren't always clear on where the fire assembly point is for their scheme.

We did!

Following a review of fire assembly points, we are installing new internal and external signage to ensure it is clear for residents, staff and visitors.

You said...

In February 2024, 13 tenants in the Communications Crew said our Your Call results infographic is clear and easy to understand. But the web page could be improved, with more background information about who participated in the survey and some information about what we are doing about poor performance.

We did!

We have added the suggested information to the webpage and will use this to inform future publications.

You said...

In Jan 2024 - March 2024, 49 residents in our complaint handling satisfaction survey said whilst satisfaction for complaints handling has increased, dissatisfaction has increased for the outcome of the complaint. The main reason is due to the time taken to complete the works and lack of communication.

We did!

We are trialling a different approach for handling repairs and maintenance complaints.

You said...

In April 2023 - March 2024, 333 tenants in our Your Call Tenant Satisfaction Measures survey (just over half surveyed) said they are satisfied with the cleanliness and maintenance of communal areas.

We did!

We expanded the Neighbourhood Ranger team to improve our maintenance and cleanliness of communal areas.

You said...

In December 2023-January 2024, a tenant from Falmouth and one from Bodmin said they had received invites to join the text survey for repairs satisfaction when they had not had a repair completed.

We did!

We contacted you for more information and raised this with our repairs colleagues.

