

# You said, so we did.

## Our register of improvements

Who?	When?	You Said...	So, we did!
<b>2022</b>			
Tenants who took part in our communications survey	Autumn/Winter	You would like a change to how we communicate with you.	We will be undertaking a larger survey to inform a new communications strategy.
The Scrutiny Panel	October	The Complaints Policy and the role of the Complaint Officer needs to be reviewed, and we should employ at least two dedicated staff to handling complaints.	We reviewed role profiles and employed two dedicated permanent members of staff to work on complaint handling. The Policy was reviewed and launched in March 2023.
The Tenants' Forum	Autumn	We should add in fobs, not just keys, into the rechargeable repairs policy.	We have included this.
Tenants who took part in our repairs and inspection backlog completion survey	Summer	Your repair or inspection was not complete.	We reviewed all the cases of those who said that their repair or inspection was not complete, identified what had gone wrong, and rectified these cases and checked others to make sure they were resolved.
Tenants who took part in our Repairs Policy focus group	Summer	You wanted improved communication about your repair appointment, and greater flexibility about the time.	We have introduced our text notification system, and we ask our tradespeople to always try and contact you when they are on their way to your repair. We will try and work around school runs or other things you must do if you contact us to arrange it.
Hillsview tenants in Polperro	Spring	You did not support the introduction of parking permits to the neighbourhood.	So, we did not progress the scheme.

Tenants who took part in the 'non-involved' TPAS (national tenant involvement specialists) focus group, and the subsequent design group	Spring	<b>You</b> made proposals about our resident engagement. You said that some of you don't want to get involved to have your voices heard, that we should already be listening and paying attention when you engage with our services, to understand what's important to you.	We trialled new ways of making sure we hear a wider range of views. We have also begun to engage staff in identifying what you are telling them to help inform our business decisions. We will develop this, using best practice, in our new engagement strategy.
Tenants who took part in the 'Your Home' Council Management Agreement survey	Spring	You supported an extension to our management agreement, as long as improvements were made - especially when addressing damp and mould in your homes.	The Council extended the management agreement, with improvement targets that include prompt and robust responses to address damp and mould in your home. We have begun setting up a damp and mould task force, reviewing our customer information and processes, and creating a new policy. We are also employing more technical expertise to get damp and mould assessed and tackled quicker.
Tenants who took part in the Tregurra, Trevthoe and Treffry Residents Survey	March	You told us what you would like to see in the Tregurra park and recreation area.	These results fed into the design (working with Truro City Council, an external designer was sought with some S106 funds to design a plan for the area).
<b>2021</b>			
Tenants in the R&M Survey and focus groups and pursued by the Tenants' Forum	2021	You want better scheduling communication. You also want repairs complete in one visit (and to be kept informed if it will take longer), and flexibility for caring and medical appointments.	We created a new vision and set your priorities into service standards for our main contractor CFL. We will monitor against these and have asked the Tenants' Forum to help check we are achieving these.

Torpoint Tenants	Autumn 2021	Fire safety information should be attractive, concise and specific, using pictures, with 'safety branding' that is different from our general information, on an annual card.	We created a new fire safety leaflet, postcards, posters and video which focused on key messages in succinct plain English. Feedback received from tenants in Torpoint and Truro was positive, so we rolled it out to all our tenants in flats in February to April 2023.
<b>2018 - 2021</b>			
The Scrutiny Panel and Torpoint Tenants	2018 and 2021	You recommended that additional information is given to tenants on fire evacuation procedures. The Panel thought a coffee morning to discuss this process would be less formal.	As part of the Spring 2023 fire safety campaign, we held conversations about fire doors and evacuation in high priority communities, with a programme of coffee mornings, community meetings or doorstep conversations.