

You Said, We Did: 2023/24 Q1 Recap

Introduction

The Compliment and Complaint Collective is a group of tenants and colleagues who convene quarterly to ensure we're listening, learning, and acting upon the feedback you provide.

Key feedback and action taken

Missed opportunities:

- You said: We need to tackle issues proactively to prevent them from becoming complaints
- We did: This insight was shared with the Leadership Team. We're stressing the importance of early intervention and open communication with our tenants.

Unreliable Lifts:

- You said: Concerns about the reliability of lifts across different properties.
- We did: The Property Team has been made

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We delved into five randomly chosen complaints, leading to insights and recommendations to enrich the Bield tenant experience.

aware and work is ongoing.

Empowering local managers

- You said: Local managers should have the autonomy to assist tenants directly.
- We did: Efforts are underway to support and empower local managers.

Emergency Key Use

- You said: Concerns that emergency key use was not following policy and procedure
- We did: We updated our procedure, taking the opportunity to include some of the process on our housing management system Cx. We then shared with all local managers and area housing managers.

Support for bereaved tenants

- You said: Tenants require clear guidance on tenancy procedures after the loss of a spouse or partner.
- We did: We've designed a leaflet detailing tenancy procedure after the loss of a spouse or partner

Complaint Handling

The Collective recognised that most complaints were resolved efficiently and effectively, with the tenants' best interests at heart.

Thank you to our teams for the dedication and diligence.