

Residents Survey – details of responses to questions

Additional Comments

Complaints:

All complaints fall on deaf ears
One member of staff was 'very rude'
Repairs team are rude and one member of staff was 'extremely rude'
Problems with damp and asbestos, 'very poor quality'
Varied degree of satisfaction
Tenants no longer 'at the heart of the Trust'
There should be a scrutiny committee
2-bed flat modified for disability and then asked to pay bedroom tax
Tenants are frightened of complaining
Response time is poor and main switchboard worse now than previously
No inspectors to look at work
Complaints procedure is not working
Residents are scared and would like a permanent manager
Need a permanent manager in order to feel safe

Compliments:

Sheltered accommodation is good quality
People in Clarendon Road (Trust offices?) are good

Services charges:

Tenants paying for a facility which everyone uses
This is 'grey' area – original letter did not sufficiently explain what charges are for
The Trust listens to tenants i.e. service charges to be phased in over 3 years
Charges not itemised
Asked why home owners do not have to pay service charges
Disabled people are discriminated against
Payments on statements do not reflect payments made
Would like payments to be itemised
Takes a minimum of 3 to 5 days before accounts are credited
Should be itemised
Increase in charges from £450 to £660 in one year
Tenants are charged for services which they do not need
Charges need to be sorted out
There should be individual letters explaining the breakdown of charges

Discretionary payments:

No-one knows what is happening
People are 'upset' at paying Ground Maintenance charges

Communication with tenants:

Trust uses a variety of communication methods to keep tenants aware of issues Managers seem to be 'out of their depth' and do not want to listen
'No clarity' from Trust
Lack of information on: Board membership and home improvement matters
Wants relevant info rather than 'crosswords and recipes' – in newsletter presumably?
'Never' consulted on improvements
Lack of communication
'Not specific enough. It can be very complicated . . . not easy to understand'
Difficult to make the Trust understand the urgency of repairs
Trust does not ring back after message left
Letters are too complicated
No response received
No updates received
No confirmation phone calls or emails received
Residents feels the Trust are not always polite on the phone

Repair services:

Repairs staff take the whole call and make appointment at this point or will call back
Repair to sink unsatisfactory
Waited 7 days for electric heater
Had new doors and windows – all fine
All repairs done competently and within acceptable time frame
Believes tenants should pay for services received
Trust does not complete jobs
Rang for 45 minutes before call was answered
Staff did not seem qualified
Flooring inadequate
Faulty property and issues not resolved prior to tenancy starting
Service very poor
Complaints not resolved
Not happy with response – failed appointments
Does all their own repairs so that 'décor does not get ruined'
Mostly ok
Kitchen renewal – 5 visits
Radiator in communal area has never worked despite being reported
3 weeks to repair bin storage / tap repaired within 24 hours
Satisfaction with repairs depends on staff dealing with issues: 35% good / 65% poor
Satisfied with repairs when appointments are kept
Satisfaction slip should be filled in when work completed
Not happy with support workers – they are not helpful enough
Happier with colour choices and type of repair
Accommodating in getting a disabled shower refitted
Contractors did not give good service and were unhelpful regarding colour schemes
Kitchen refit resulted in less space in kitchen
Another company did good job decorating and repairing ceiling
Repairs take too long
Previous contractors very good and clean, current contractors 'rubbish'
Repair work on-going for some time but has not resulted in any improvement
When a response is received the work is 'sometimes' good
Work on windows and doors not done properly