

*You said, we did*



**Hillcrest**

#### HILLCREST HOMES

YOU ASKED ABOUT	YOU SAID	WE DID
Out of Hours Repair Line	Unacceptable wait times when calling out of hours repairs line.	We have set up contract monitoring to ensure performance times improve when tenants call the out of hours phone line.
Emergency Repair Time	External contractor did not carry out emergency repair within 4 hour timescale. This was due to contractor being unable to make contact with tenant prior to visit to confirm COVID questions.	Our team will inform tenants to expect a call from external contractor prior to their visit to confirm COVID questions. They will not attend the repair until this has been confirmed so could cause delays.
Rent Increase Letters	Unhappy with the letter regarding rent increases as it did not include a breakdown explaining the rent charge and increase.	Letter has been reviewed and amended to provide more information to explain the rent charge and increase.

#### HILLCREST FUTURES

YOU ASKED ABOUT	YOU SAID	WE DID
Termination of Service	Unhappy that the service being provided was terminated without adhering to the framework in place	We have reviewed our procedures and have identified circumstances where senior management will be required to authorise future terminations of services
Corporate Appointeeship	Family concerned with poor communication when Corporate Appointeeship was put in place. They felt they had not had this fully explained to them or their understanding of the matter checked	Procedure change to ensure written clarification is provided explaining the effects of transferring appointeeship

HILLCREST MAINTENANCE		
YOU ASKED ABOUT	YOU SAID	WE DID
Ongoing water ingress into property	Tenant unhappy with length of time taken to repair leaks into property	We had a shortage of tradesmen in Edinburgh so carried out a recruitment drive to secure more contractors in this area to address property issues
Payment of Rent and Bills	Tenant is trying to pay rent however is having issues receiving updated billing from our third part payment company	Insight can provide email billing on request and housing staff will let new tenants know this when signing up for their tenancy
Garage Cleaning	Complaint regarding the garages no longer being cleaned when they were previously	Improved communication between cleaning supervisor and staff as new cleaner had started and was not aware the garage came under the cleaning programme for this area

HILLCREST ENTERPRISES		
YOU ASKED ABOUT	YOU SAID	WE DID
Anti-social Behaviour	Tenant unhappy with the way their ASB complaints had been handled	We are creating a focus group of interested tenants who we can approach for suggestions and feedback around various matters which will include ASB