

You said, we did



Hillcrest

HILLCREST HOMES		
YOU ASKED ABOUT	YOU SAID	WE DID
Service Charges	Unhappy with lack of explanation about service charges and how they can increase	Tenant's handbook has been amended to explain fully how service charges are calculated and that they can fluctuate
Anti-Social Behaviour	Unhappy with the way their ASB investigation was carried out	Hillcrest have set up a working group to explore and agree future communication and engagement expectations and standards
Communication about repairs	Tenant unhappy with mis-communication around their repair	Staff in our Customer Service Team will be advised of any change to procedures so they can convey these too tenants
Hillcrest Website	The self-service section for tenants on our website has been removed and the tenant was not aware of this	We had a notice on our website for 1 month to notify tenants that the service was being removed and replaced by the app. On reflection we could have done more to communicate this to tenants and in future we will also use social media and our newsletter to highlight changes of this type

HILLCREST ENTERPRISES		
YOU ASKED ABOUT	YOU SAID	WE DID
Scaffold outside property	Scaffold was erected outside property much longer than was intended	We will maintain closer control of scaffolding contractors and keep tenants updated as to the proposed length of time scaffold will be outside their property.

HILLCREST MAINTENANCE

YOU ASKED ABOUT	YOU SAID	WE DID
Potential Escape of Gas	Tenant did not feel we had acted accordingly when he detected a potential escape of gas	We have created an online training programme to raise gas safety awareness amongst staff
Ongoing water ingress to property	Tenant unhappy with ongoing problems with leaks in their property	We have a lack of roofing contractors in some areas so carried out a recruitment of contractors and have secured 3 more roofing contractors
Late for appointment	Tenant had no hot water and we should have attended within 4 hours to repair this	Due to a number of emergency call outs the same day the 4 hour timescale had not been met. Staff advised if this happens in future they should contact tenant to update them of anticipated time of arrival
Marks on carpet after repair	After repairing the boiler in the tenant's home, her carpet was left with marks caused by our tradesman	Tradesmen reminded that they need to ensure their dust sheets cover the surrounding area of where they are working and to use a second dust sheet if necessary

HILLCREST FUTURES

YOU ASKED ABOUT	YOU SAID	WE DID
Service provision and notice to terminate tenancy	Service User/Tenant was unhappy with the communication and service received when terminating their tenancy	Discussed with Manager of the service to ensure their full understanding of the terms of the framework agreement in relation to Service reviews. have also developed discharge procedures to ensure a senior manager approves any discharge from service