

You Said, We Did

Service Improvements

April 2024 to March 2025



You said...

I had to call Berneslai Homes several times to chase up my repair. During my phone calls, I wasn't given enough information and I had to ring lots of times.

We did...

To avoid repeated calls, we have reviewed and changed our scripts that staff follow, so they can give more accurate advice and information.



You said...

I feel like I'm waiting a long time to get a decision about my re-housing.

We did...

To speed up the response with customers, the Lettings Team are now sending decision letters by email. This will also reduce on printing and postage costs.



You said...

I was offered a property but it took months before I could view it. I was told the property needed major works.

We did...

We have now introduced a pre-empty home inspection which will be completed before advertising a property. This will prevent us advertising properties at an early stage especially when major works is required.



You said...

When I applied to join the housing register, it took many calls and a long time to get an outcome to my priority.

We did...

The Lettings Team have increased the number of home visits for assessing priority on the housing register. This will enable us to resolve customer outcomes on a 'first time' approach.



You said...

When submitting an online form, I didn't really know what to expect next.

We did...

To manage customers expectations better and give more clear advice, we have updated a range of online submission messages, so we can clearly explain next steps and give realistic response timescales.



You said...

When I received my complaint response letter, I was given a timeframe of when works will be completed by, but it's gone past this date and I'm still waiting.

We did...

To ensure work is completed within the timescales advised within the stage 1 response letter we have put a tracking and monitoring procedure in place for teams across the organisation.