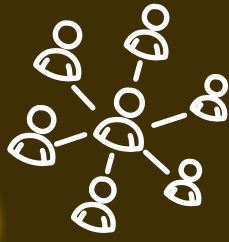


You said,

# we did

August 2020



## "You said"

## WE DID!

**"I WANT TO KNOW WHEN MY REPAIRS OPERATIVE WILL ARRIVE."**



We've launched our Repairs Live service. As well as reminding you about your appointment the day before, we'll text you a link so you can check how close the operative is to your home. You can also message them directly. Remember: we already offer two-hour appointment slots so you don't have to wait in all day.



**"IF NOISY WORK IS GOING TO HAPPEN EARLY IN THE MORNING, COULD YOU PUT A POSTER UP ON THE NOTICEBOARD, LETTING US KNOW IN ADVANCE?"**

Thanks to your feedback, we now do this



**"I WANT TO KNOW MY HOME HAS BEEN THOROUGHLY CHECKED BEFORE I MOVE IN."**

New customers are now issued with a Ready to Let certificate, signed by RHP and Mears and supported by a detailed checklist to make sure we deliver a consistent quality home. The certificate will eventually become available in your online account.



**"I WANT TO KNOW HOW LONG I'M LIKELY TO WAIT IN THE TELEPHONE QUEUE"**

During busier periods, we now tell you your place in the queue.



**"I WANT TO KNOW WHAT GARAGES ARE CURRENTLY AVAILABLE FOR LET WITHOUT HAVING TO CALL YOU."**

We now publish these on our website.



## "You said"

## WE DID!

**"I WANT TO KNOW WHEN GRASS CUTTING AND SHRUB CUTTING WILL TAKE PLACE IN ON MY ESTATE."**

The Customer Services Team now has access to a live schedule showing the last visit and next scheduled visit. The next steps are to display this in your online account.



**"I'M A LEASEHOLDER AND WANT EASY ACCESS TO MY BUILDINGS INSURANCE CERTIFICATE."**

This is now available to download online.



**"I WANT YOU TO TELL ME WHEN YOU CANCEL MY REPAIR."**

If you book a non-essential repair, we'll send you a text message to let you know it's not covered by our Essential Repairs Service and that it's been cancelled. We'll usually phone you too, to help you get the work done yourself.



**"IT'S NOT CLEAR HOW TO REPORT TREE AND GARDEN MAINTENANCE ISSUES."**

We've updated the Help and Advice section of our website with three new pages about this.

