

Customer Feedback

January-March 2019

Your feedback is helping us to learn and improve


We are always keen to know your views so that we can put things right when they go wrong and continually improve our services to you.


We respond to issues raised with us as quickly as we can and monitor all feedback. Please see our [Complaints and feedback](#) information for more details of how we deal with your feedback. We produce this summary quarterly to help keep you informed about the feedback we have received and what we are doing about it.

Jan-Mar 2019	Feedback resolved immediately	Resolved within 2 days	Resolved within 10 days	Compliments
Feedback received	15	12	1	11


You said, we did!


Here's just a couple of ways we have made changes to our services following your feedback:

 We've improved our approach to out-of-hours service for gas leaks.

 We've reminded our repairs team that they should always wear boot covers when working in your homes.

In your words

 "I've found your customer services team to be very helpful whenever I call."

 (One of your repairs team) "was very polite and friendly. Did a great job and left the area clean and tidy."

We are listening. Please get in touch to let us know your views.