

How have Residents influenced services at Wherry?

Residents Said...

Patch Panel members said they wanted something on dodgy door step ladders in Home Matters

Our Mystery Shoppers said that they didn't get an update on a Communal Repair.

Residents involved in the Repairs Review highlighted priorities to be 'getting it right first time' and 'getting an appointment for a repair.'

The Resident Scrutiny Panel looked in detail at our ASB service and said that we should get our satisfaction surveys done outside Wherry.

Our Readers Panel checked our website and suggested that we change the wording on the 'Thank you for your comment' to ensure it provides more information

Way Ahead with Wherry identified 'Affordable Warmth' as one of their priorities.

We Did...

We included an article on checking ID of visitors to residents' homes.

Customer Services have introduced follow up calls to residents who report communal repairs.

We put together a 'Repairs Charter' which promises our residents:

1. When you contact Wherry Housing to report a repair we will offer you a choice of appointment (with the exception of emergency repairs).
2. We aim to complete most repairs on the first visit. Our Contractors will treat you with courtesy and show respect for you and your property. We will inspect a percentage of all repairs completed to ensure the work is of a high standard.
3. We will keep you informed of the repair process. We will make sure you are aware of who will be carrying out the work and when and who to contact in the event of any queries.

ASB satisfaction surveys are now done by Roddons and not Wherry staff.

We changed it to say "If you submitted a comment this will be reviewed and actioned by the Continuous Improvement Team within 3 working days, and where necessary this will be passed to our management team for review at their monthly meeting."

We've created WISE, an energy strategy which aims to support residents to reduce their energy bills.