

Compliments update – October to December 2023

We received 402 compliments during this period. Here is a selection of some of those.

"Fault identified during 5 yearly inspection, advised of the nature of the problem, reported it and repair scheduled quickly afterwards. At all stages people were very polite, helpful and efficient. Excellent service"

"I have been so impressed with your dedication and effort towards customer engagement and I don't want it to go unrecognised"

"Your repair team have always been excellent, thank you, it's appreciated"

"Lovely guy and great work he was very understanding and didn't judge he just made sure he did the work - definitely good service"

"The person I spoke to to report the problem was fantastic. Very professional and efficient. She made me feel I was a priority and valued tenant"

"Very helpful customer service advisor and quick attendance by gas boiler engineer. Very happy with service"

Tenant loves her new home. All the staff she has spoken to have been supportive and helpful and she couldn't fault anyone or anything. She feels very lucky to have such a lovely property.

"Your work makes a difference, and I wanted to express my deepest gratitude for everything you did for me. PS My flat is lovely!"



Hillcrest