

You said:

You told us that you were fed up with having to chase issues.

In a recent 'Contacting Us' questionnaire, you told us that 52 percent of the time you contacted East North East homes Leeds, it was to follow up an initial enquiry.

"The people on the telephone on the numerous occasions I rang seemed very courteous and said they would phone back or get the right person to phone me which was never done... six months on I am still waiting" Mrs C, Ramshead Drive

"The tenants have become used to no feedback and no resolution to this issue amongst others". Mr O, Lidgett Towers

"As a chair person I am now getting more tenants complaining how long it takes to get an answer from the call centre re: repairs and not getting call backs". Mrs C, Potternewton Heights

We did:

With changing to one number we now have a dedicated team who will be dealing with repeat contacts. The team will work to establish exactly why there was a failure in our service. Once we know what the problem was, we will work to make sure that we solve it. Our dedicated team will report regularly to senior managers. We will report your problems and suggest ways of reducing your follow up calls. In the near future we aim to be proactively telephoning our customers to confirm appointment bookings, and calling after the contractor has attended to ensure they gained access and did the work. We are listening to your feedback and working to improve our service to you.