

April 2010

You said we did

Gas Complaints

It has been identified that we received a high number of complaints about our gas repairs process recently. This is partly understandable as winter is the busiest time of the year for these type of repairs. However we are always trying to improve the service. In order to achieve this, we have been working closely with our gas contractor Apollo and come up with improvements.

- We now have a dedicated member of Apollo staff working in our Customer Service Centre. This will increase communication and resolve your issues straight away.
- Another issue you identified was, not being able to fix boilers first time. This is very often because the boilers are older and obtaining parts can be difficult. To overcome this, we have accelerated the boiler programme to replace old boilers. This should help to reduce the number of cases where left without facilities. We are now replacing in the region of 50 boilers a week.
- To improve further, we have arranged with Apollo to identify any vulnerable tenants. Where this has been identified, the operative will collect part himself from supplier. He will then return and fix boiler.