

** If you would like more information about Estate Inspections and when they will be taking place look at your local noticeboard or call our offices directly.*

Contact Us



Island Homes

Millwall Office

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Office hours:

Monday - Friday
9.00am - 5.00pm

 island homes

You Said...

We Did!



We welcome your comments, observations and suggestions. They play a very important role in helping us to monitor our services and make improvements. We are pleased to see that many of you are now getting involved and giving us your feedback at the consumer panels and maintenance forums or via estate inspections, surveys, TRA meetings and focus groups. This shows you a little of what we have done with your feedback.

You Said It...We Listened

We use your suggestions to adapt and improve our services, making sure they fit your needs and requirements.

You said... you wanted to participate more in estate inspections

We did...we now publicise them in advance and have all staff on Estate Inspections in Hi-Visibility jackets so you can see when it is taking place and join in!*

You said... you wanted more staff with specialist repairs knowledge in the call centre

So now four of our Customer Services Officers are completing a specialist maintenance course with City & Guilds

You said... you wanted to be able to get the East End Life newspaper from our office

So we arranged for them to be delivered at our offices every week and available at reception

You said... You wanted the calls you make to the service to be recorded

So now all calls to the Customer Contact Centre are recorded

Your Suggestions Matter to Us

Thank you for all of your feedback and suggestions to date, please keep them coming! After all, it's your views or our services that matter and help us to keep improving.

HOW ARE WE DOING?

