

** If you would like more information on our training opportunities for resident involvement participants or would like to get involved call our Community Investment Team or email us on communityinvestment@onehousinggroup.co.uk*

Contact Us



Toynbee Housing

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Office hours:
Monday - Friday
9.00am - 5.00pm



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... future board vacancies should be open to residents.

We did...we have now advertised and recruited a resident to the Group Board.

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... residents who are involved with the Group should be given training opportunities.

So we have improved the number of training opportunities for involved residents and have launched a full training programme for 2010-2011 *

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

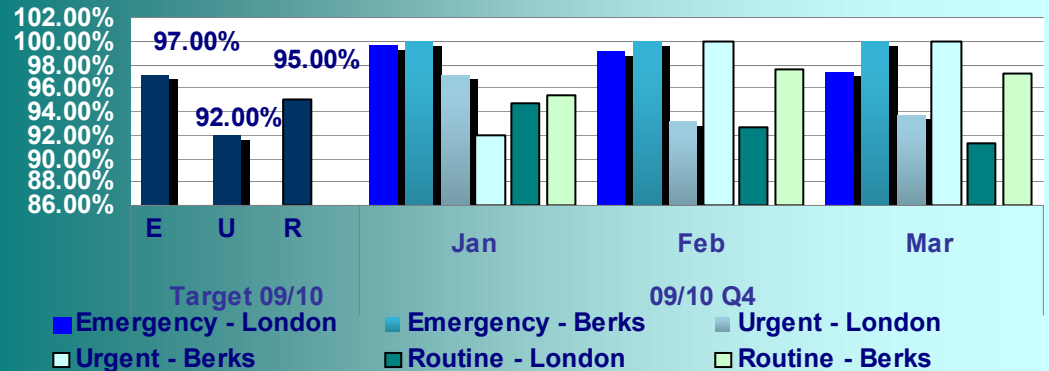
Your Suggestions Matter to Us

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

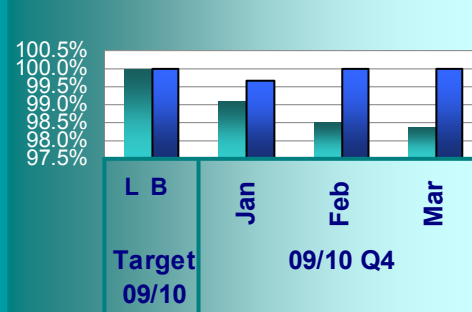
HOW ARE WE DOING?

The following graphs show how we are improving month on month against our targets in key areas

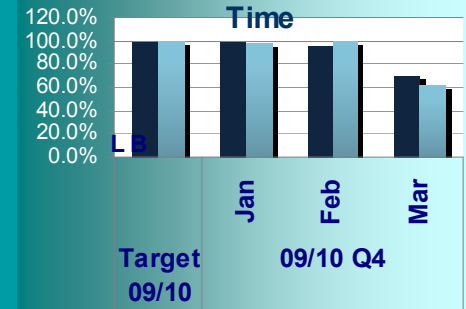
Repairs Priority Response Times



% Gas Installations Serviced



Estate Inspections on Time



Customer Services

