

| Concern to be addressed | Action | Outcomes | Responsible | Timeline |
|--|--|--|---|------------------------------|
| Response times & communication regarding Repairs & Maintenance Service | Review Service Structure | Greater transparency of the housing service | Andy Kefford | 2023 |
| Damp & Mould | Policy review taking place | Clear Policy for staff/cllrs/tenants to understand . Training to be arranged for all staff | Jon Priest | April 2023 |
| ASB App | Update ASB App with victim support leaflet and evidence gathering sentence | Clear documentation of evidence and support pathway for tenant | Charlie Mosse | April 2023 |
| Understanding of ASB Process | Produce ASB Leaflet for tenants | Clear communication for our tenants to understand what is and what is not ASB | Charlie Mosse | April 2023 |
| Communal Cleaning | Consultation with tenants | Opportunity to review cleaning standards in line with the depooling service charge project | Michelle Elliott | June 2023 |
| Communication | <i>Keynotes due to be sent out</i> <i>4 x café conversations booked</i> <i>Walkabouts to be Promoted on Social Media</i> <i>Housing HUBS to be promoted on Social Media</i> | Engagement with tenants is key to increase satisfaction in communication levels | Christine Welsh/ Rita ODwyer | March 2023 and ongoing |
| Neighbourhood as a place to live | Consulting with Community Services concerning refuse services Working with Police to understand drug related issues and outcomes | To look at ways to continue to improve refuse services in flat blocks Ensure we can communicate with tenants how drug related issues are investigated and what can and cannot be done | Michelle Elliott/Michael Towson Charlie Mosse/Michelle Elliott/ Inspector Cruise | April 2023 March 2023 |