

HCBS - You Said We Did

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You were unsatisfied with the work contractors carried out in your home	We instructed the contractor to bring the property up to the agreed standard
Unhappy with current fencing and hedge allowing children and cats to enter garden area	On investigation, the fence was found to be up to current standard. Therefore no action required
You would like to rent a garage	Garage application hand delivered to the house and invitation to discuss any other issues
You were unhappy with a repair carried out to an external wall	Further works have been carried out to improve the finish of the repair
You were unhappy with the standard of property offered	Officer visited customer twice to discuss. As there was no access invitation to contact was left
You had concerns about the safety within your flat	Officer attempted on many occasions to engage with customer; visit, calls, letter, to ensure everything possible was completed to make it safe. Unfortunately, the customer has not been in contact as yet
You found it difficult to access information and felt left out	We helped you contact the correct Service/Agencies, internal or external of WLC, to access the advice you required
You were unhappy with the lack of housing opportunities	We visited the tenant and assessed whether their current property met their needs. It was found to be a suitable property for the tenant
You said you were having problems with your neighbours relating to noise and alleged drug related activity	Safer Neighbourhood Team officers visited the properties and gave advice on how and when to contact the Police if they were worried about drug use in their neighbour's tenancy. The officer also visited the alleged perpetrator and made them aware of the consequences of breaching their tenancy agreement in this way