

You said	We will
There aren't enough hard copies of Neighbourhood News. Get cheaper paper and send out four times a year	<ul style="list-style-type: none"> • Print the December Neighbourhood News on a less expensive paper • Look to see whether we can produce an additional Neighbourhood News each year both digitally and printed • Promote the e-magazine and increase subscribers to ensure messages are disseminated to as many people as possible
Include performance information and Resident Annual Report in hard copy if Neighbourhood News	<ul style="list-style-type: none"> • The December issue of Neighbourhood News will have performance information similar to that provided already on the website • We will recruit a panel of residents to help us put the Residents Annual Report together and look to them to advise on what performance information should be included.
There isn't enough information about contents insurance	<ul style="list-style-type: none"> • We will include information in the December edition of Neighbourhood News • Tenancy Services Officers have been given leaflets about home insurance that they will hand out on visits • Leaflets are included in sign- on packs for new tenants • Information is on the website and we will tweet and Facebook about this issue regularly
Provide more information or a workshop around fire safety	<ul style="list-style-type: none"> • We have organised training for residents and staff to be able to carry out scrutiny task and finish exercises, one of the first areas we will invite tenants to scrutinise is our fire safety information • We will include articles in Neighbourhood News • We will review the information we display in our communal blocks as part of the review • We will have up to date information displayed on our website
West Kent do not feedback on complaints	<ul style="list-style-type: none"> • We will review the complaints policy to ensure that it is clear that staff should feedback on complaints • We will keep the tenant informed throughout the complaints process, even if no progress has been made • We will include an article in December's Neighbourhood News that promotes the practice of making a complaint, staff are trained to understand that 'complaints are gold' as they can identify where a service can be improved.
Improved resident involvement	<ul style="list-style-type: none"> • A more extensive programme of resident involvement activity is planned for 2019 that will see a greater role for tenants' scrutiny at West Kent. Activities planned include: • Online panel

	<ul style="list-style-type: none"> • Editorial panel • Resident workshops • Scrutiny / task and finish groups
It's confusing and frustrating when Tenancy Services Officers change and it isn't communicated with us	<ul style="list-style-type: none"> • We appreciate that this can be frustrating, but we do have to move staff around for a number of reasons. We did previously send letters out each time we changed but it was costly and time consuming. Our customer services team should be the first point of contact for all queries and they will ensure that your calls are directed to the right person.
Provide information on spending, budgets and future plans and builds	<ul style="list-style-type: none"> • This will be included in the Residents Annual Report but will go into more detail than last year, the level will be agreed with the residents' editorial group.
The complaints procedure is confusing, can one person take ownership of a complaint?	<ul style="list-style-type: none"> • We will advise the complainant of a named point of contact that will be dealing with the complaint.
Brenwards and Bridglands staff are rude and say things that are unacceptable	<ul style="list-style-type: none"> • We will ensure all staff that are working in our homes undergo customer service training • We will ensure that when we re-let the planned maintenance contract in 2019 (currently provided by Brenwards) that there is a performance indicator that will enable us to measure satisfaction with the customer service that our residents receive from our contractors • Resident satisfaction surveys are sent out after each visit.