



Date: 12 February 2013

More compliments than complaints reports Newark and Sherwood Homes

Newark and Sherwood Homes has reported that the number of compliments it receives is far higher than its level of complaints, demonstrating the organisation's continued commitment to delivering excellent housing services.

Between November 2011 and October 2012, Newark and Sherwood Homes received 88 complaints and 107 compliments, which means the level of compliments is 10 per cent higher than the complaints.

The number of complaints across the board was found to be down by 27 per cent on the previous year (Oct 2010 to Sept 2011). Newark and Sherwood Homes' responsive repairs service saw the biggest boost, with just less than half the complaints than in the same period the year before. This follows Newark and Sherwood Homes reviewing its responsive repairs service and implementing a new way of working, following feedback from customers, to ensure it could deliver a higher level of customer service.

Rebecca Rance, Chief Executive of Newark and Sherwood Homes, said: "We value and act upon tenant's feedback as complaints and suggestions enable us to identify areas where our service may be falling below the standards that our tenants would expect and help us to make improvements. Compliments also highlight things that we are doing well and give staff the recognition they deserve – it is very satisfying to find that 84 per cent of the compliments we received were praising our staff."

She adds: "We are also delighted to find that areas where we identified that improvements needed to be made, such as responsive repairs, have seen a major reduction in complaints since action was taken. This just goes to show how we value and act upon customer feedback, as part of our commitment to continuously improving our services."

Newark and Sherwood Homes is the arm's length management organisation that was set up by Newark and Sherwood District Council in 2004 to manage, maintain and improve council housing. The organisation is committed to making positive improvements to the homes and facilities it manages, as well as adding value to tenants' lives through a programme of enhancing opportunities and training. Newark and Sherwood Homes' aim is to deliver excellent housing services.

If tenants have a complaint, comment or suggestion they are advised to contact Newark and Sherwood Homes' customer access team on 0845 258 5550. For more information visit the website www.nshomes.co.uk.

Ends

Press enquiries: Marina Wood, Dragonfly PR, Tel: 01709 300130 or email: marina@dragonflypr.co.uk or Rebecca@dragonflypr.co.uk.