

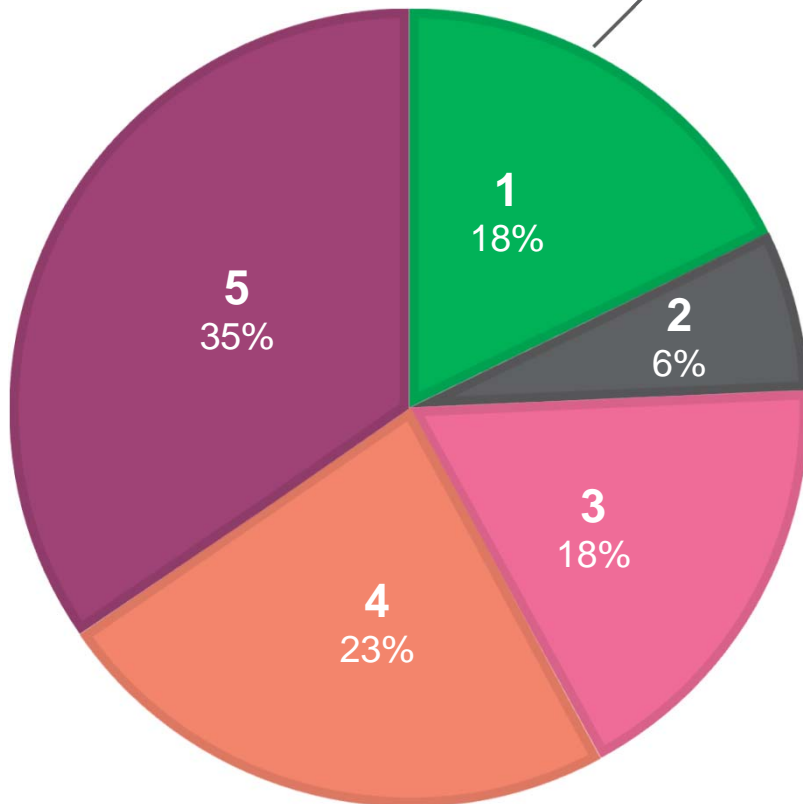
Customer Survey

(via phone calls)

107
responses

Resident comments

"Please rate the service you received when you contacted the Council"



"poor communication, not very simple, too much jargon"

"service from landlord redesign was much better than when I was with the old team - learn from the new team!"

"couldn't have done anything better - very kind"

"I had to wait and had to keep explaining why I needed help again and again"

"Nothing ever happened before, I was just left to deal with all my issues but now I am kept in touch and feel I am being helped"

"it was all sorted quickly absolutely brilliant. I am very grateful for all the help!"