

# Appendix 4: Quarter 3 (22/23) ASB Survey

Feedback: Compliments, Comments and Concerns

ASB satisfaction figures remain high, however there are always things we can do to improve.

The comments below were made when ASB Surveys were completed between October and December 2022. At the side of each comment is an explanation of the action taken as a result. It is important to note that not all comments will require action. Some comments help to reinforce the positive work being carried out by the ASB Officers.



**Positive**



**Constructive**










**Negative**

Comment	Learning Point?	Action
 Really pleased with customer service he received.		
 Alison was very prompt, and communication via email was more than adequate.		
 Alison's been very good, and she deserves a pat on the back if not more for the way she's dealt with this.		
 Believes it was dealt with really fast and satisfied that Alison did what she could.		
 All good. Thank you.		

# Appendix 4: Quarter 3 (22/23) ASB Survey

Feedback: Compliments, Comments and Concerns

	The issue is better now due to it being the winter but in summer it tends to get worse, but tenant will report again if issues arise.	
	Tenant was very pleased with the customer service she received.	
	Was very happy with how the agreed action plan was carried out.	
	Tenant has agreed for the case to be closed but was sceptical as issue might start up again.	Often complaints are concerned that ASB may crop up again which is not really within our control and unfortunately is the nature of ASB but we try hard to ensure that it doesn't. 
	Emma handled my case very nicely with full interest. I am very thankful for all her support.	
	Very happy with how Ali dealt with the case.	
	Complainant was very happy with how Ali dealt with her case.	
	Complainant wants to say a big thank you to Emma as the noise has stopped	

# Appendix 4: Quarter 3 (22/23) ASB Survey

Feedback: Compliments, Comments and Concerns



Emma was brilliant and she kept me up to date, and she did everything she said she was going to do.



Alison dealt with the case very well and they are very pleased with the outcome of it.



Regular contact. Noise App very easy to use and very good.



Staff were lovely, very pleased thank you.



Very helpful and understanding, would be happy to use the service again if needed.



Very understanding and helpful.



Customer service was very good.



Very impressed with customer service.

# Appendix 4: Quarter 3 (22/23) ASB Survey

Feedback: Compliments, Comments and Concerns



Overall, very pleased with the service that he received.



He found Jane to be very helpful, good communication and is happy with the outcome as tenants seem to be a lot quieter now so is very happy.



Jane has been great and was really happy with her dealing with the case.



Alison was fantastic.



Asked me to pass on her thanks to you Jenni, she said you were really lovely and that she feels like she's getting help now.



Emma handled my case very nicely with full of interest. I am very thankful to her for all her support and expect the same in future too if need be.

# Appendix 4: Quarter 3 (22/23) ASB Survey

Feedback: Compliments, Comments and Concerns



I moved out as I got offered a house Ali. I would like to thank you for all the help you have given along the way.



Ali & The Team received a Thank You card - Thank you for all your hard work this year. Keep up the excellent work. Hope you all have a wonderful Christmas and a Happy New Year.



Tenant thanked the ASB Team for keeping her up to date whilst the ASB Officer was off sick this wasn't unexpected but it was really good and gratefully received. She said it's good that we have a close team that works together.