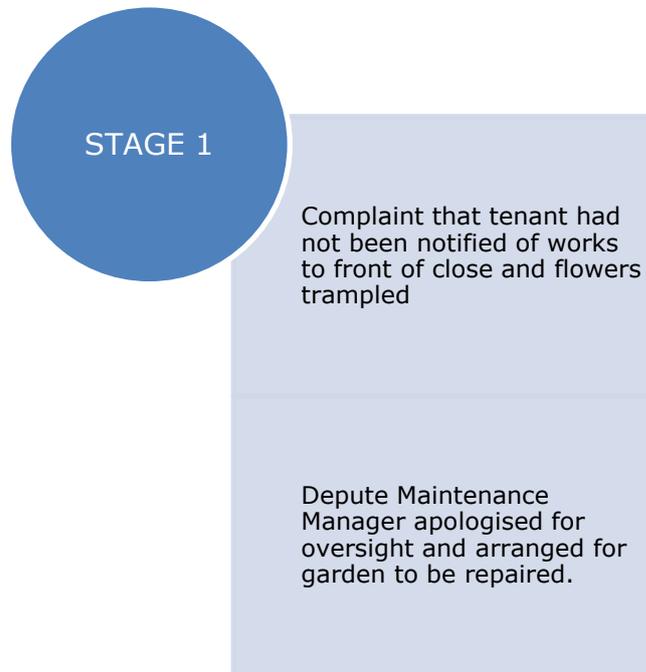
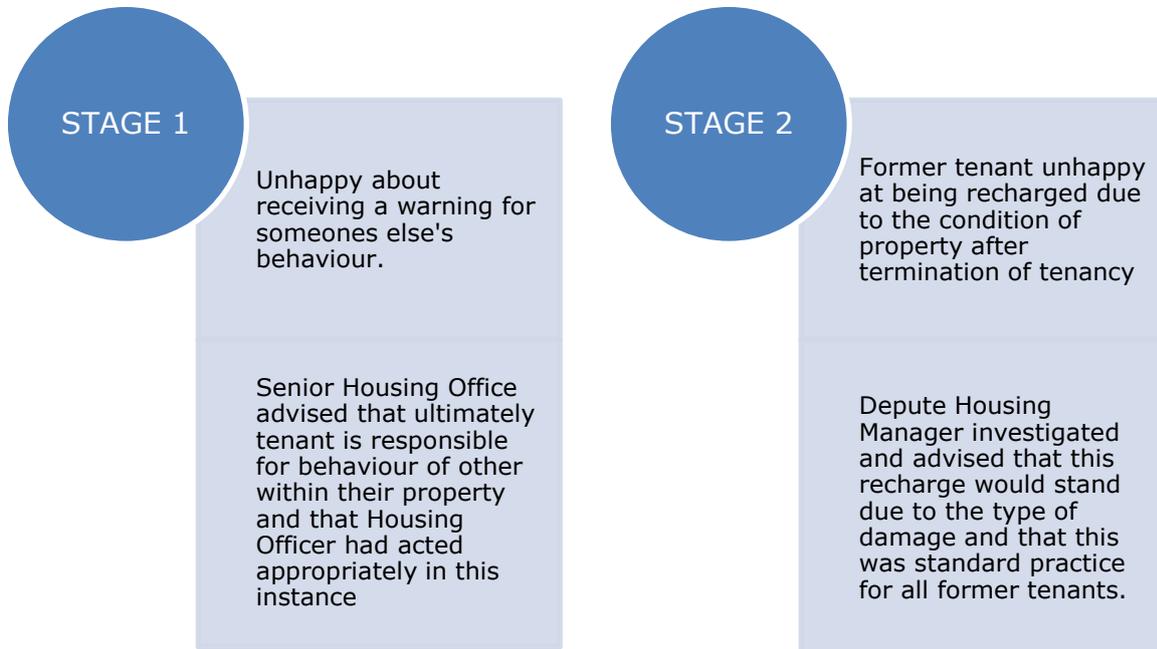


Below are examples of some of the complaints Milnbank Housing Association received during 2019/20

Maintenance



Housing Services



Estates Service



STAGE 2

Owner unhappy about amount of paper being used with regards to advising of staircleaning service

Estates Administrator reviewed this situation and by making smaller leaflets the paper consumption was halved.

COMPLIMENTS

The Association also received a number of compliments throughout the year, here are samples of a few of these compliments below:-

MAINTENANCE

Tenant came into office to say thank you to the Joiner that assisted with the issue to his front door

He said that it gave him piece of mind that his door was fixed.

ESTATES

Tenant called to say that the Estates Team made a great job of cutting the hedges.

She has never seen them looking as nice before.

GENERAL

Tenant came into the office to thank the Reception Team for assisting her recently.

They had a couple of forms to print and to be scanned

COMMUNITY ENGAGEMENT

Would like to say thank you to the staff for all their help with my shoer party.

The hall was lovely and the staff certainly went the extra mile.

All the guests were full of praise.

MAINTENANCE

Comment left on timesheet

First class - very satisfied
with work, staff excellent

GENERAL

To all Milnbank HA staff

Thanks for everything

HOUSING SERVICES

We just wanted to say
thank you for our amazing
wee flat.

you helped us so quickly
and the flat is perfect

ESTATES

Owner contacted office to
say that the staircleaning
was exceptional on that
day.

She is really happy with the
service she has received
today.

BLUEVALE HALL

Tenant called to say thank you for setting up the Breakfast Club at the Bluevale Hall.

She said that she really enjoyed it.

**INCOME
MAXIMISATION**

Thank you so much for all your help, I really appreciate everything you did for me.

Couldn't have done it without your help

**PROPERTY
MANAGEMENT**

An owner called to express delight at the quality of service from the Association and the factoring department in particular.

**INCOME
MAXIMISATION**

Thank you so much for all your help!

A big thank you, you're amazing