We asked you “WHAT matters to you?”.

You told us that the appearance of your estate was the most important thing. This was followed by feeling safe secure and warm in your home.

Appearance- your comments:

- Overall appearance looks good but some tenants letting it down by not having any pride.
- Clean street – there is a serious issue with rubbish on the street as there are no bins around so people litter on the pavement. More rubbish bins please.
- Lobbies need cleaning, I thought tenants should keep the lobbies clean but they don’t.
- Litter near steps bad.
- Cleaning of communal area.
- Skip for street/Street clear up.
- Empty properties with overgrown gardens.
- Gardens keep them tidy. Estate officers should enforce tenancy agreement.
- Rubbish being thrown on peoples gardens.
- After pod work grass verges need re-sowing.
- Fly tipping flats Meldon Drive. And in Low Hill.

Safe Secure and warm- your comments:
- Safety & security around your home and in your local area.
- Secure & safe
- Warm and dry
- Ensure that the home is safe and secure including the security lights and doors
- Warmth & security

**WE will:**

Use your feedback to inform our sustainable estates programme and decide priority.

Offer the following to tenants who work with us to show that they have pride in their area:

- A deep cleanse of low rise block or Clean gutters in street.
- A handy man for a morning or key safes for the elderly in street.
- Expert advice in your street/block about how to: Plant and care for a hanging basket/pot/ decorate/ put up shelves / curtain rail /etc.
- A Home Energy Visit (with giveaways) or learn to locate & turn off stop tap.
- A front garden tidy up or winter bed replant and tidy.
- Graffiti removal or painting in communal areas.
- Pick up bulky waste, - conditions apply.
- Build a barbeque in communal area – subject to resident agreement.
- Build a bench for communal area – subject to resident agreement.
- Front fencing – conditions apply.
- Energy Monitors or Water Saving Devices.
- Individual help with Energy Switching.

**You also told us that you were generally happy with the service- thank you for these comments**

- Overall I am overly happy with what has been done in the past two years, New Kitchen, & Bathroom (loving the shower).
- No problems & there when we need you!
- Are done much quicker & better – very satisfied
- Fantastic home and street.
- I would like prompt response to repair request and I am ok with Wolverhampton Homes because that is what I get when I report a problem.
- I had a window that needed repairing, you guys came out the following day & fixed it I was grateful.
- Stuart Hobbs team, excellent service helping with electric tariffs,
- Overall appearance looks good
- I love my flat since Wates remodelled it. I have pride in my flat.
- As a tenant I am very happy with Wolverhampton Homes. Really happy with my house every time we need help someone was available.
• I have learned a lot from you guys because you don’t just have us for the rent but you engage with us in what matters to us. Thank You.

Next Get Togethers: 20th and 26th October and 1st November
For more information contact TE team on 01902 552893.