



**Tenant Inspectorate Project - Anti Social Behaviour Inspection**

**Tenants Inspectors findings:      We have now:**

<p>Not all customers were attended to within timescales and were not given information freely when requested. Not all customers felt their complaint was taken seriously at first instance.</p>	<p>Implemented a training programme for Housing Officers to improve knowledge of the service.</p>
<p>Not all customers were given the name of their investigating officer</p>	<p>Reminded officers to wear name badges and provide contact details to customers.</p>
<p>Not all customers were kept informed of the progress of their complaint.</p>	<p>Ensured regular contact is made with the customers as per our procedures.</p>
<p>Methods need to be reviewed on ways in which you can support the victim and also gain their levels of satisfaction and customer feedback</p>	<p>Provided customers with a case closure letter and customer service questionnaire with feedback by Anti Social Behaviour Officers</p>