

"YOU SAID- WE DID"

2009-2010

May 2009

You Requested

Simplified customer satisfaction surveys.

We Done

Rolled out full customer satisfaction survey's using opinion taker online package.

June 2009

You Requested

Accept our clients termed maintenance contractors when possible on project jobs without sending out tenders?

We Done

We now place all sub-contractors orders when suitable resources are available with named term maintenance contractors following WLC termed sub contractors rates.

June2009

You Requested

Better housekeeping standards on all sites

We Done

We implemented a revised procedure for all trades to follow with regards to housekeeping and also placed more responsibility on each individual to implement by the use of toolbox talks and training as required.

March 2010

You Requested

All allocated timescales are achieved accordingly to allocated completion dates and KPI's.

We Done

Drafted revised allocations timescales to suit modernisation agenda whilst also trying to achieve satisfactory customer expectations. Focus group currently being set-up to design and implement opti-time working on NH maintenance repairs