

YOU SAID

WE DID

Repairs appointments

Thank you for completing a survey about repairs appointments.

Here's an update about what has changed because of your feedback.

YOU SAID	WE DID
<p>Make the text reminders earlier so an appointment can be re arranged.</p>	<p>Text messages are now sent earlier. This has meant that more customers have called to cancel and re arrange their appointments freeing up appointments for other customers.</p>
<p>Stockport homes had the wrong contact details.</p>	<p>The One Number Team will check and change your contact details when you call or message. SHG will ask for multiple ways to make contact to ensure appointments aren't missed.</p>
<p>Ask about my circumstances so I can have an appointment time that suits my needs.</p>	<p>Customers will be asked about any special requirements and availability when booking an appointment.</p>
<p>What is the repairs appointment for?</p>	<p>SHG are changing the text message to include information about the type of appointment, such as, electrician or plumber to give you more information.</p>



customer.engagement@stockporthomes.org



0161 474 3331