

Press release

29th March 2010

Attitude of staff praised by Hackney Homes tenants

Late last year, The National Housing Federation's Feedback Services, on behalf of Hackney Homes, asked over 6000 tenants for their views on the services that they receive. Nearly 90% of tenants said that the attitude and speed of staff who were carrying out repairs in their homes was good. Also importantly, residents were overwhelmingly positive about the time taken to complete repairs and the ability to minimise dirt and mess.

Jim Paterson, Head of Building Maintenance and responsible for the repairs service said: "We are pleased that tenant satisfaction is improving. We have introduced a raft of improvements since the last survey including better appointment times, multi-skilling and more customer training for staff. These all help to improve the service that we deliver when we carry out around 120,000 repairs every year".

Thank you to all tenants who took the time to feedback on our services. We will continue to monitor our services and will look to improve customer satisfaction across all areas.

Notes to Editors

- Hackney Homes is an arms-length management organisation managing around 30,000 council properties in the borough of Hackney.
- 30% of tenants responded to the survey and overall 66% were satisfied with the overall service that they receive.