

WESTCHESTER COUNCILS SUCCESS DUE TO RECENT REFURBISHMENT



Following the recent refurbishment of all rented flats and houses in the Westchester area, compliments and praise has flooded through the doors of the Council.

The Council has received many letters from neighbours and tenants thanking us for our changes and appreciating us taking their comments on board, which is something we think highly of. Following this, recent Local Government Rankings rated us top again.

Other members of the Council have expressed our remarkable efforts we made into replying to every letter we received – whether it a compliment or complaint. Each letter is dealt with separately and the receiver can be guaranteed that they are getting a genuine reply from one of our members and not just an automated response.

Mrs Smith from 101 Bull Road said: "I am astounded and amazed

at the newly refurbished accommodation. My home is now a place where my kids love and they invite all their friends round. I now have the ability to do more things and get my children more involved! Thank you Westchester Council!"

Another tenant also added: "There aren't enough words to describe the good that the Council have done. It is life changing."

However, we have also received a few letters for complaints – which were dealt with immediately and effectively. Following this, the right advice and compensation was given without any extra hidden costs.

Adding to this, we understand fully that the refurbishment took longer than expected – which is appalling in itself, but the Council deeply apologies for any inconvenience it has caused and we now know which companies not to use if any future

refurbishments do happen.

As a result of our new refurbishment, we hope to come up top in next year's Local Government Rankings. We think it is achievable for us and we hope to have the continued support we are given.

Lastly, to make sure our tenants are happy in their new homes, we are sending out questionnaires in order for us to know what to improve on or what we have done well.

We thank everyone for their support and kind words given. We appreciate all your comments and I hope you are all reassured we are taking everything on board.

(372 words)

BEFORE REFURB



AFTER REFURB

