

You Said, We Did

brunelcare 

Thank you for your responses in last year's Customer Survey. Here are some of the key improvements we have made as a result of your feedback

YOU SAID: MORE AVAILABILITY OF STAFF ON SITES

WE DID:

- To increase our presence, we recruited 5 extra members of staff across our sheltered housing sites - 2 Estate Services Officers, 2 Compliance Officers and 1 Fire Door Inspector.



YOU SAID: IMPROVED COMMUNICATION

WE DID:

- We have introduced a new telephony service.
- Recruited a Customer Experience Manager to support the Customer Services Team to improve processes for customers.
- We are looking to improve communication further with the introduction of the Alertacall system from April 2025 onwards.



YOU SAID: SOME RESIDENTS NEED FINANCIAL ASSISTANCE

WE DID:

- Spent over £10,000 assisting 43 residents through Brunelcare's Financial Support Fund.
- Helped 200 residents by providing advice and support to maximise income and reduce debts.



YOU SAID: IMPROVED SECURITY AND CCTV

WE DID:

- CCTV has been installed across 5 sheltered housing schemes. A further 2 sheltered housing sites have had their CCTV systems upgraded.
- All Brunelcare's extra care housing schemes were offered CCTV installation. Residents at two schemes wanted to take up the offer and CCTV has been installed.



YOU SAID: IMPROVE COMMUNAL AREAS

WE DID:

- Fitted new carpet in communal lounges at 7 sheltered housing sites and fitted new carpet in communal corridors at 8 sites.