



# Voids service review

**We wanted to know what was important to tenants when moving in to their new home**

**We spoke with Charter tenants and those on waiting lists**

**Was it freshly decorated rooms, a nice garden or even a log burner? These things did come up, but the key message was that people want a clean home with appliances and services that work**

Our Voids group heard what you had to say and have agreed to:

1. Prioritise the improvement of the cleaning process so homes are clean
2. Create a competition for children to design a personalised welcome card with key FAQs and contact details included
3. Investigate the issue with appliances breaking down soon after moving in
4. Investigate options of working with partners to provide decorating support for those that need it

Your feedback is key for us to understand where we can improve, so thank you for talking to us

We will keep you updated on our progress and continue listening to make sure we are providing you with a home that you can be proud of

**find out more**

To find out more give us a call on 01633 212375  
Visit our new website [www.charterhousing.co.uk](http://www.charterhousing.co.uk)  
Come and see us at Exchange House, High Street,  
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