

29
of you
who received a
decoration voucher
took part in this
survey

Review of the decoration vouchers

We wanted to **review** the way we offer **re-decoration vouchers** to customers **moving into** our **homes** & give you the opportunity to **improve the process**

93%

of you
found your
decoration
voucher
easy to use



59% of you felt the voucher
process could be improved if
your **chosen items** could be
delivered to your door

new customer focused process to be put in place with delivery by August 2023. We are going out to tender and this is tied into the new materials supply procurement exercise

62% of you felt
you could **not get**
everything you needed
with your **voucher**

new process to ensure range available, delivery and ongoing review of satisfaction with service and cost to be monitored by October 2022

you highlighted **limitations** with the **new process** such as the lack of **options to choose from**, **no opportunity to see the colour options** in person, and **value for money on some items**

customers will receive an email from either our supplier or PD Lettings Team to provide a voucher and brochure to enable customer to choose colours and products. We will review the values awarded using real time purchasing/cost information by October 2023

