



PEAKS & PLAINS
Housing Trust

Working together to find a 'win, win' solution

Our customer's story...

I have mobility issues due to spinal surgery and so, back in 2015, I began to have issues with the big communal bins in the maisonettes where I live.

It was dangerous and painful for me to use them. I either had to climb stairs to reach the chute, or open a heavy door for larger objects.

Since the bin was positioned at the top of a concrete slope, getting to it was dangerous in wet or icy conditions. With lockdown, lots of people were getting deliveries, the bins filled up more quickly with packaging and overflowed, which led to a rat problem.

After years of complaining, I finally got somewhere when my complaint

was allocated to Estates Manager, Caren Breddy.

She picked up the ball and ran with it. She got the council and ANSA on board so that we could consider a trial – a new approach that could potentially work for other maisonettes in my neighbourhood too.

I would be allocated a black wheelie bin that could be kept in my garden, from where I have access to the kerbside and which I could easily and safely use.

In January 2022 bin collections began and I'm delighted to say that the overflow problems also seem to have disappeared.

At a glance




Heard the feedback and took action

Took a fresh approach




Involved partners to get the job done

Found a solution for one person that works for others too

Before...

-  A large and hard to reach communal bin
-  Overflowing bins and a vermin problem
-  Safety issues due to the position of the bin

After...

-  A safer, cleaner solution
-  More room for everyone else in the communal bin
-  A much-improved relationship with the Trust



This customer is now a valued member of our Challenge Group and has also taken on the task of being our Building Safety Champion at the Trust



“ It's been a long road and it's required patience, but it's also been an important demonstration of the changes within Peaks & Plains over recent years. Working together, solutions can be found to issues that have held us back, and at last it feels like tenants' voices are being heard.

David ”

Every issue or complaint is an opportunity to learn. Here's what we took away from David's story.



It's good to talk!



If one person's struggling it's likely that others are too



Sometimes a solution requires a conversation with partners too



Not everything is a quick win; it's essential to keep customers up to date



We are considering other sites, where this approach might work, on a case-by-case basis.



Find out more...

Read David's story in his own words on our website.

Use your voice to shape our services and send an email to...



www.peaksplains.org



getinvolved@peaksplains.org