



# Food for Thoughts on Feedback

**FORSTER HAVE INTRODUCED SOMETHING NEW TO ENCOURAGE MORE TENANTS TO COMMENT ON THE SERVICE THEY RECEIVE DURING RE-ROOFING PROJECTS. WITH THE OPPORTUNITY TO WIN £50 WORTH OF TESCO VOUCHERS, FORSTER IS HOPING TO ENCOURAGE MORE TENANTS TO COMPLETE AND RETURN THEIR CLIENT SATISFACTION REPORT.**

***“The Tenants opinion is really important,” explained Forster Tenant Liaison Officer, Lesley McManus. “We recognise that re-roofing has a significant impact on the Tenants and their homes and the feedback is invaluable, helping us measure our performance and identifying new ways to develop our service.”***

***Forster already improves Tenant care during any contract with a ‘Client Information Pack’ issued prior to the start of works. In addition to the Client Satisfaction Report, tenants receive a range of useful information including how to protect their home during the works and details of the expected start date.***

**Pictured, Brian Wilson, Forster Site Manager running through a ‘Client Information Pack’ with Tenants on Weslo Housing Management’s Boghall estate.**