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Blackpool Coastal Housing
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17 January 2013

Dear [REDACTED]

Re: Blackpool Customer Scrutiny Assembly

I wanted to let you know how impressed I was with the feedback from the first scrutiny.

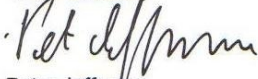
Several specific things are worth mentioning. The actual presentation itself was excellent, and the afternoon felt very positive in terms of looking at the strengths of the service but also what we can do better. The report is detailed and well laid out with clear and helpful recommendations. The sheer amount of work you have put in cannot go without mention, the interviews have been conducted in an open and positive manner, the research, mystery shopping with BCH and elsewhere and the benchmarking show huge commitment and dedication.

For BCH the idea of tenant scrutiny is that it helps replace the role of Audit Commission inspection, in helping us to continue to improve our services. Having been through several such inspections, I feel that the work you undertook was as thorough as the Audit Commission and presented as professionally.

I am very impressed and look forward to working with you in the future.

Thanks again for all your help and support.

Yours sincerely



Peter Jefferson
Chief Executive - Blackpool Coastal Housing



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