

Recently there has been an increase in the number of residents unhappy when there is no-one available to refund the £30 towards the cost of their TV License, due to meeting, lunch, days off, etc.

As well as residents feeling disgruntled, the customer service assistant on the Karbon Homes desk is the point of contact taking the brunt of complaints, even though she has no control over the situation.

It would be preferable to have the refund only available during certain times and on certain days so we can do our best to ensure that the office is covered.

The Karbon desk is very busy on a Monday so would ask that Monday is not included.

The suggestion is:

Tuesday	10 am – 3 pm
Thursday	10 am – 3 pm
Friday	10 am – 1 pm