



Briefing session with RBC

Following the recent St Austell Voice article, Ocean held an informal briefing session with Members of Restormel Borough Council on the 21 February 2008, to advise them of the range of services and contracts that the Ocean Group provides both within Restormel and also within Cornwall

The company is investing £14 million this year in terms of expenditure within the Borough and makes a further contribution of £7 million to the wider Cornish economy.

Cllr Annette Egerton, Leader of the Council said 'I considered it was necessary for our Members to be aware of the scope and nature of the contribution that the Ocean Group makes in Restormel and Cornwall as a whole. In addition, several Members of the authority have been raising issues with me concerning repair and other issues in relation to Ocean Properties. I have liaised with Ocean and examined their statistics as to how they deal with their repairs. The performance is impressive, in terms of response times and satisfaction levels. It was important for me to remind our Members as to the systems that are in place to deal with issues that arise and how to resolve them. I am keen to build on the current relationship we have with Ocean and the means to have an effective dialogue when issues arise central to that'.

Cllr. Matthew Luke said 'I was involved in a small panel of Members who were looking at how we raised issues with Ocean. I was led to believe that there was an issue with repair and maintenance of their stock. I have since met with the Chief Executive of Ocean, Mr. Renwick and Mr. Smith, who have made me aware of their current service, response times and customer satisfaction levels. I am now aware that the service provided is of an excellent standard and wish to formally withdraw the comments I have made. I welcomed the opportunity to gain a wider appreciation of the nature of the business of the Ocean Group. I and my fellow Members are now clear as to how we can raise issues with Ocean so that issues can be dealt with using the most appropriate procedures'.

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