

## Q1 2025 COMPLAINTS REVIEW

We reviewed residents' feedback from the complaints we received between April - June to improve our services. These "You Said, We Did" updates outline how your feedback has directly influenced our actions.

### YOU SAID

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We need to be more empathetic in addressing your rent queries.

### WE DID

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Our staff have had a refresher course in customer service training.

### YOU SAID

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There are delays in issuing decoration vouchers to new tenants

### WE DID

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We now issue E-vouchers to new tenants immediately after sign-up, and verify that they have received the email during our six-weekly visit.

### YOU SAID

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We need to ensure that our communication between residents and contractors regarding repairs or appointments is more efficient

### WE DID

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We have upgraded our repairs portal to be able to provide updates on the status of repairs raised including booking confirmations via email or SMS.

### YOU SAID

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We understand information relating to the cause of repairs in properties needs to be better communicated in order to identify delays or works that will take longer than expected

### WE DID

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We are working with our repairs team to better communicate repairs in our residents homes. We will be implementing more keeping in touch calls with residents to ensure works are progressing as they should.