

You said, we did



We take your feedback seriously. Here are some examples of changes we introduced between **April** and **June 2025** as a direct result of complaints received.

A tenant contacted our Out of Hours team to report that the lift in their building wasn't working. The assigned contractor didn't attend within our Out of Hours timescales.



Following an in-depth briefing with the contractor, we've continued to monitor their performance to make sure attendance rates improve.

We received a complaint from a tenant whose kitchen unit had detached from the wall.



We delivered a team refresher on the correct installation of wall units.