

You said, we did



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

Our tenant complained that parking spaces were not fairly allocated to residents.



We reviewed our car parking spaces procedure to make sure we are consistent with our eligibility checks and allocation of parking spaces.

Whilst investigating a complaint, we identified a need for guidance around asking tenants to rehome a pet.



We created a guide to support and signpost staff and tenants when asking them to rehome a pet.

Following a complaint investigation, we found some inconsistencies with the handling of anti-social behaviour complaints.



We carried out refresh training for staff on handling complaints about anti-social behaviour.