

Theme / Service Area	You Said	We Did	Date Completed
Fire Safety – Aldwick Court	Concern about replacing internal fire doors without glazed panels, reducing natural light	Attended resident meetings, listened to concerns, changed approach to include glazed options. Will apply to other blocks.	Jan 2025
Noise Nuisance Reporting	Delays in reviewing recordings were frustrating	Launched new noise reporting app for faster submission and review.	Dec 2024
Resident Engagement Strategy	Wanted involvement in shaping the new strategy	Co-designed 2024–2026 strategy with residents, shaping priorities and measures.	Nov 2024
Repairs Service	Repairs felt inconsistent; communication not always clear	Reviewed feedback with contractors, added monthly review meetings to improve consistency.	Dec 2024
Asset Management Priorities	Wanted more focus on respect, communication, and safety	Embedded these as central principles in new Asset Management Strategy.	Jan 2025
Scrutiny Focus	Highlighted key areas needing more scrutiny	Agreed 2025 focus on repairs, communication, and anti-social behaviour.	Jan 2025
Forward Planning	Meetings confirmed late made planning difficult	Shared a full 2025 resident engagement calendar with Forum members.	Jan 2025