

Theme / Service Area	You Said	We Did	Date Completed
Services Perform	You wanted us to check how well our services perform from a tenant's perspective.	We introduced a mystery shopping exercise, suggested by the Tenant and Leaseholder Forum, to test how easy it is for residents to contact us, request services, and receive updates. The findings are being used to improve our customer service standards and staff training.	Sep 2025
Complaint Handling	You told us through the Tenant Satisfaction Measures that complaint handling needed to be clearer and more consistent.	We now carry out quarterly complaint audits to review closed cases, share learning, and ensure fair, timely, and high-quality responses. This helps us improve transparency and strengthen how we handle complaints across Housing.	Sep 2025
Repairs Handbook	The Repairs Handbook was difficult to follow and didn't clearly explain tenant responsibilities.	We redesigned the Repairs Handbook using feedback from the Tenant and Leaseholder Forum. It now includes a clearer layout, section summaries, a repairs-process flowchart, and a new 'Council vs Tenant Responsibilities' table making it easier for residents to understand what to expect and who is responsible for what.	Sep 2025
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
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

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Noise Nuisance Reporting	Delays in reviewing recordings were frustrating	Launched new noise reporting app for faster submission and review.	Dec 2024
Repairs Service	Repairs felt inconsistent; communication not always clear	Reviewed feedback with contractors, added monthly review meetings to improve consistency.	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