

You Said, We Listened

Tenant and Leaseholder Feedback 2026/27

The feedback you provide helps us improve our services. Below are some examples of the changes we have made because of what tenants and leaseholders told us.

Service Area	You said...	We listened...
Responsive Repairs	Nobody explained that tiles removed during the damp and mould repairs might need to be replaced with similar tiles rather than an exact match.	We updated our Damp and Mould Guide to explain that tiles removed during repairs may need to be replaced with a similar, rather than exact, match. This information is now provided before work starts so tenants know what to expect
Responsive Repairs	Damp and mould works can be stressful and disruptive, particularly where repairs are extensive or take place over a longer period.	All tenants with approved damp and mould works are now offered support from our Wellbeing Team. They also receive contact details for their Housing Officer, Repairs Inspector and Wellbeing Officer, ensuring clear support and communication throughout the repair process.
Neighbourhoods	Communication and actions taken during anti-social behaviour cases were not always clear.	We introduced monthly quality checks on anti-social behaviour cases to ensure appropriate action is being taken. Findings are used to share good practice and identify areas for improvement.
Gas Safety	Your gas appointment had been missed, and you were not kept informed about what had happened or what would happen next.	We strengthened monitoring of missed appointments and reminded contractors to follow the no-access procedure, including leaving a calling card. This helps tenants understand what happened and how to rearrange their appointment.

Making a Difference Together

Your feedback helps us improve the services we provide. We will continue to listen, learn and take action to make sure tenants and leaseholders receive the best possible service. Thank you to everyone who has shared their views and experiences with us.