

## Examples of how we have used learning from customer complaints

April – June 2024

You said	We did
The way we had placed scaffolding made it difficult to access your home.	We spoke to our contractors and used it as a learning example to ensure they take into consideration the needs of our customers when erecting scaffolding.
We didn't attend to uncap your gas as arranged.	We have provided refresher training for our advisors to ensure priorities are correct on orders, and contractors are informed of any changes to priorities before they attend.
We booked the same repair twice which led to contractors arriving unexpectedly to carry out a repair that had already been fixed.	We have provided refresher training for our advisors to ensure they check the repair history before booking a new repair.
It wasn't clear what your responsibilities were as a tenant to look after your gardens.	We are drafting an untidy garden policy and procedure which will outline the action we will take and the factors we will take into account when pursuing those cases.