

Examples of how we have used learning from customer complaints

July - September 2024

You said	We did
<p>When telling us about an emergency repair close to 5pm, it didn't make sense that you needed to ring back after 5pm to talk with our out-of-hours repair service.</p>	<p>All repair calls received during working hours will be owned by our Customer Contact team. They will ring through to the contractor rather than instructing customers to ring the out-of-hours repairs service after 5pm.</p>
<p>During a visit from a Property Services Officer (PSO) they didn't ask permission before taking photographs.</p>	<p>All PSOs have now been briefed that they need to ask permission before taking pictures in customers' homes.</p>
<p>You told us you didn't understand why the application to buy your home had been rejected again.</p>	<p>When we decline applications, more detailed information is added to explain why. We will always include a link to the gov.uk website that outlines the Government's criteria for the Right to Acquire scheme.</p>
<p>You told us that you felt more action needed to be taken against your neighbour's tenancy.</p>	<p>When we refer anti-social behaviour cases to our solicitors for legal advice, we will update the complainants with the action taken (unless it would be inappropriate to do so).</p>