



# You Said We Did

## January - February - March

### YOU SAID

Repairs promised after your move-in were not completed as planned, with contractors arriving late and works poorly organised. This resulted in unfinished works, loss of washing facilities, and the need for you to take additional time off work.

### WE DID

We acknowledged failures in planning, attendance, and the standard of works, and ensured contractors returned to restore washing facilities and complete the job. A Repairs Manager apologised directly, and a management home visit with the contractor was arranged to ensure proper oversight and skilled attendance.

### YOU SAID

You were unclear about how the arrears balance had arisen and what recovery action was being taken. You were also concerned that letters contained misleading balance information, including Trust Deed amounts and unrelated debt.

### WE DID

We acknowledged that the arrears balance on letters should have been checked before issued, as this caused confusion and frustration. We also recognised that limited follow-up and reliance on telephone contact, rather than home visits and other methods, contributed to unnecessary stress about rent and arrears.

### YOU SAID

You reported ongoing close lighting faults since late November which, despite repeated reports, remain unresolved. You said the lighting is extremely poor and unsafe, causing frustration and safety concerns.

### WE DID

We inspected the lighting during hours of darkness, met with you to discuss concerns, and apologised for delays and incorrect information. We confirmed remedial works to improve lighting and acknowledged that earlier joint site visits would have identified the issue sooner.