

Examples of how we have used learning from customer complaints

October – December 2024

You said	We did
You were unhappy that SYHA had made the decision to remove two cherry trees, without first consulting with residents on the street. You also expressed concerns relating to the quality standards of grounds maintenance works in your neighbourhood.	<p>In the future, we will take more consideration around whether we should consult with customers before making any decisions regarding trees that are in communal areas.</p> <p>We will also carry out a resident engagement exercise around grounds maintenance, which will commence in Spring 2025.</p>
Numerous works were outstanding following the completion of a mutual exchange and you felt the house was not up to standard and that you wanted to move.	We will monitor more closely how mutual exchanges are managed, and make sure any work the outgoing tenant needs to complete is done before the exchange is granted.
There was a misunderstanding around asking for permission to make changes to your home.	All Property Service Officers have been reminded of the importance of clear communication and record keeping.
Your health issues and vulnerabilities made it difficult to manage your home and you didn't feel supported by SYHA.	We ensured that we gave the customer regular updates throughout the complaint and offered extra support during and after the complaint, working with other services to ensure any additional needs were met.
You were dissatisfied that a follow-on repair was not prioritised as an emergency to fix the lock on the back door.	We identified there should have been clearer notes on the Out of Hours (OOH) report that would have prioritised the follow-on repair. Our

	Home Maintenance Team supervisors will monitor notes on the OOH report to ensure they are of good quality.
You were unhappy with the level of contact from your Employment Specialist.	We have given refresher training to our Employment Specialists, highlighting the importance of meeting the Good Work Customer Promises.