

Examples of how we have used learning from customer complaints

January – March 2025

You said	We did
That your English language skills are not strong, and you felt we did not fully understand your complaint.	We have updated our housing management system to flag with all staff when English is not someone's first language so we can offer and arrange an interpreter.
You were dissatisfied with the SYHA policy to recharge for lock changes.	When completing recharges for lock changes we will consider the needs and individual circumstances of the customer.
We didn't arrange a repair with your advocate present, as previously agreed.	We have briefed our Connect Advisors to make sure they understand the importance of checking customer accounts to see if they have someone supporting them, like an advocate, before arranging a repair.
You didn't think operatives were taking enough care to protect your furnishings while attending to repairs in your home.	Our operatives have been reminded of the importance of wearing shoe covers when entering customers' homes and or using roll and scroll flooring covering when completing repair works. We have ordered additional stock to make sure they are available to operatives.
You were left without heating for a month and that this was unacceptable.	We reviewed how we respond to issues of no heating and have ensured our contactors have an additional power flush to use for when one isn't working.