

Complaint Learning 1 April 2025 – 30 September 2025

Case Study	What Happened?	What did we do?	What did we learn?	Officer Responsible	Date Action Required
1	Tenant queried an invoice for septic tanks. The work had not been carried out.	Apology made to the owner and invoice credited.	Additional evidence of work required from contractors and monitoring to be put in place.	Asset & Contracts Manager	Completed
2	Tenant was recharged a high amount for a replacement communal key fob due to location and travel time.	On analysis of the cost, we reduced the invoice and apologised for not providing a quote in advance.	Ensure tenants are given an estimate for works being carried out on occupied properties and consideration to be given to the area uplifts on recharges.	Operations Managers	Immediate
3	Tenant wanted to know when roof was being fixed	Works was already issued on PPM as agreed with tenant	Additional communication to be issued where work is more intrusive.	Investment Manager	Immediate
4	Works did not start on time.	Contractor apologised for not notifying tenant	We need to monitor that the contractors are meeting their tenant liaison responsibilities as part of the contract.	Property Services	Immediate