

We always like to improve our services and it is only by listening to our customers that we can change the way we do things. Listed below are some of the actions we have taken recently in response to your comments and suggestions.

<u>You Said</u>	<u>We Did</u>
We want our communities to thrive and to be places where people want to and choose to live.	Our Community Investment Team provides assistance to our tenants and all residents living in the communities we serve. This includes training and employment opportunities, helping prevent fuel poverty and health and wellbeing advice.
We want new homes to be designed to meet residents' needs and fit for the future.	All new build properties are built using modern methods of construction including the installation of solar panels.
We want more ways for residents to get involved particularly for young people.	More opportunities for involvement are now available including facebook, twitter, coffee mornings and focus group meetings.
Rubbish and litter is a big problem in the neighbourhood.	Estates are being inspected regularly to identify areas where cleaning is required to prevent the build up of rubbish.
The overall quality of my home is important to me.	Our planned maintenance programme is now underway. See page 3.