You said We did

Learning from complaints

November 2026

We welcome all feedback from our customers. While it's always great to hear when we've provided a good service, it's often through complaints and suggestions that we identify where we need to do better. Here are some examples of changes we've made to improve our services as a result of customer feedback.

What you said	What we're doing
1 A customer told us that the wet room adaptation works took much longer than expected. They didn't always know what was happening or who to contact for an update.	We're improving how we manage more complex home adaptations. We'll make sure we understand each customer's needs, provide a clear contact for day-to-day updates, and involve a Tenant Liaison Officer where needed. We're also looking at how we keep projects moving when key members of staff are away.
2 A shared owner told us they were unable to access the communal stop tap when a pipe burst in their home. They contacted our out-of-hours service three times but were unable to get help because their home was shared ownership. As a result, they had to pay for an emergency plumber to turn off the water.	We've made it clearer what support shared owners can get in an emergency through Avela Home Service and our out-of-hours service. We've also improved access to shared services, such as stop taps, to help prevent similar problems in the future.
3 A customer told us they received information about planned roofing work, but it wasn't clear what work was planned, whether their home was affected or what would happen next.	We're reviewing the information we send about planned maintenance to make it clearer what work is planned, whether surveys or inspections are needed, and what happens next. We're also reminding colleagues to keep customers updated and follow up when we say we will.
4 A customer who is hard of hearing told us that an engineer didn't follow the communication arrangements agreed for their visit. Unfortunately, this meant they missed an important gas safety appointment.	We've updated the customer's records so their communication needs are clearer to engineers visiting their home. We also looked into why this happened and found an issue with how some customer information is shared with our contractors. We're now working on a longer-term solution to make sure important communication needs are shared clearly and consistently.

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