

You Said, We Did

We want to show you how making a complaint can help improve our service.

YOU SAID:

Mr X complained that he did not agree with the number of grass cuts per year and based on this that the service charge was too high. Mr X also complained that the grass had been cut around a trampoline and not under it.

WE DID:

We visited Mr X and explained the specification for the landscape contract. We also explained that we cannot move outdoor items of furniture or play equipment in case they are damaged. We also looked at information available to Tenants on our service and updated this www.paisleyha.org.uk. We will also send out information on our services to Tenants annually. Although we did not uphold Mr X's complaint we have made some changes to the information we provide about our services.



Assurance House, 2 Lawn Street, Paisley, PA1 1HA

0141 889 7105 • admin@paisleyha.org.uk

www.paisleyha.org.uk