Sustainability - Your feedback in action

You wanted clearer information about the benefits of energy efficiency improvements and how they can make a real difference to your home

We revised our retrofit letters to include clearer information on the benefits of the work. These updated letters are now issued as standard.

You wanted more reassurance about how solar panels are monitored and what support is available if repairs or maintenance are needed.

We developed new information for customers explaining how solar panels are monitored and the support available if issues arise. We have produced a dedicated information leaflet for existing customers, and all new customers receiving solar panel installations now receive an induction and information pack.

gentoo

We listen and act

You wanted us to review the support available for customers who may struggle to move furniture or flooring during the fire removal process.

We reviewed the support currently available and confirmed assistance is in place for customers who need help moving items. As part of introducing a new flooring provider, we're also exploring additional options to strengthen this support in the future.

You wanted more information about the support available if you lose heating, including repair timescales, engineer attendance, and temporary heating arrangements.

We updated our fire removal information to clearly explain our heating repair response times, support for vulnerable customers, and the provision of temporary heaters where needed. This information is now included in all new fire removal literature.

You asked us to review the compensation and decorating support offered to customers as part of the fire removal process.

We reviewed our current decorating offer and confirmed that customers can choose from a range of paint and wallpaper options through our decorating voucher scheme. We are also reviewing our approach across all of our programmes to ensure customers receive a consistent offer.