

July 2021 – Case Study 1

You Said, We Did

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

YOU SAID:

Mr X was ending his Tenancy and followed all the correct procedures. Mr X was due to pay rent until 31st March 2021. Mr X moved out of his property on the 27th, March. Mr X was not sure where or how to leave his keys as our Office, normally open, was closed due to the pandemic.

Due to this lack of clarity Mr X asked that we waive his rent charges from the 27th-31st March. Mr X would consider this a resolution.

WE DID:

On reflection Mr X was right. Due to our office being closed PHA hadn't made that part of ending your tenancy very clear about what you should do with keys when you leave.

This part of Mr X's complaint was upheld and we waived the rent charges. We have also updated our Information to make this clearer for other Tenants in future.

If you have a complaint please see our complaint section on our website for further advice.



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