



**You said**

**We did**

**We're committed to listening to what you tell us and acting on it.**

**As a direct result of feedback from our customers, we are currently implementing lots of changes to improve our service. Here are a few:**

**You said:** you wanted additional support to help manage your finances and tackle debt.

**We are:** now offering a free referral service to Citizens Advice Bureau for customers needing one to one support.  
*"It's helped me to manage my finances and budget better. I now feel less worried than I did."*

**You said:** you would like a communal area to grow your own fruit and vegetables at the Elmetes.

**We have:** begun creating an 'Elmetes Community Orchard' complete with planters, fruit trees and a seating area. This should be finished in December.

**You said:** you needed clearer parking bays at Church Cottages in Roundhay to stop non-residents parking there for the local school.

**We have:** now painted white lines to create marked parking bays for our customers who are very happy with the result.

**You said:** there wasn't enough drying space for our flats at Rosemary Thompson House in Horsforth and Hawk Street in Barnsley.

**We have:** recently installed additional rotary dryers in the communal gardens at both sites.