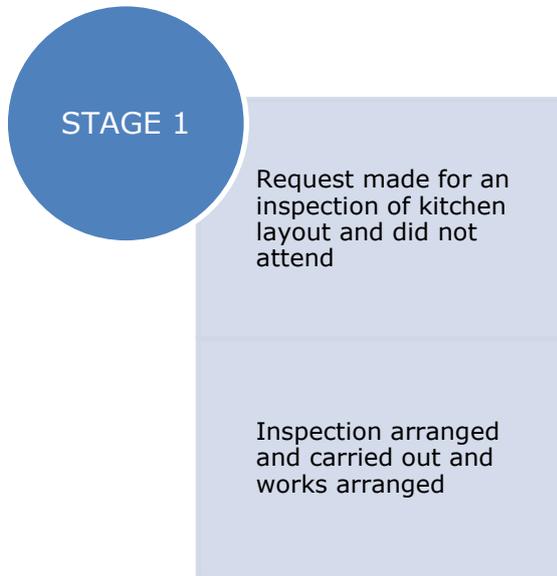
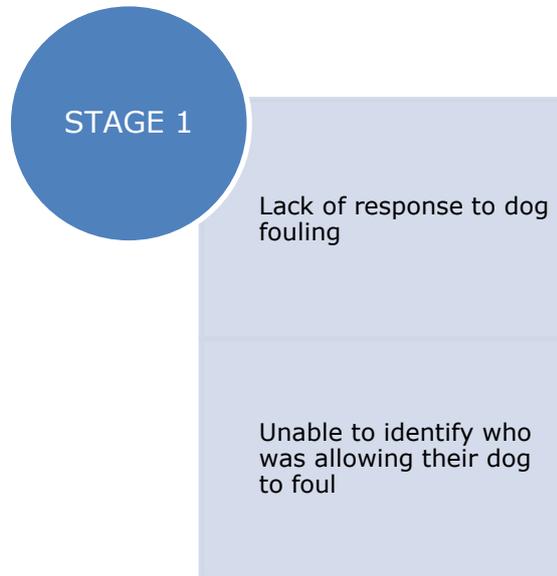


**Below are examples of some of the complaints Milnbank Housing Association received during 2021/22**

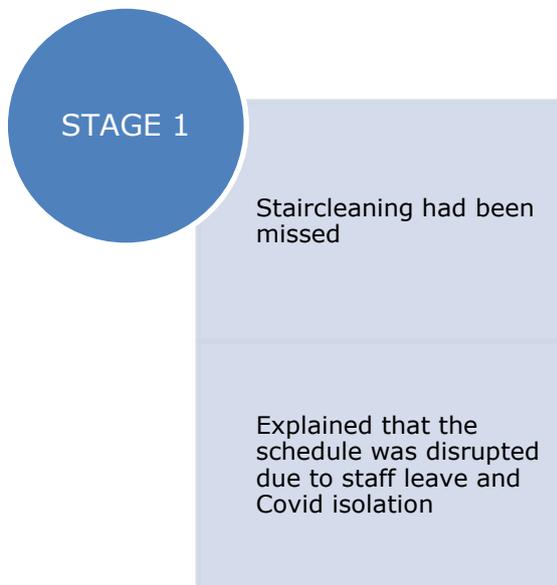
Asset Management



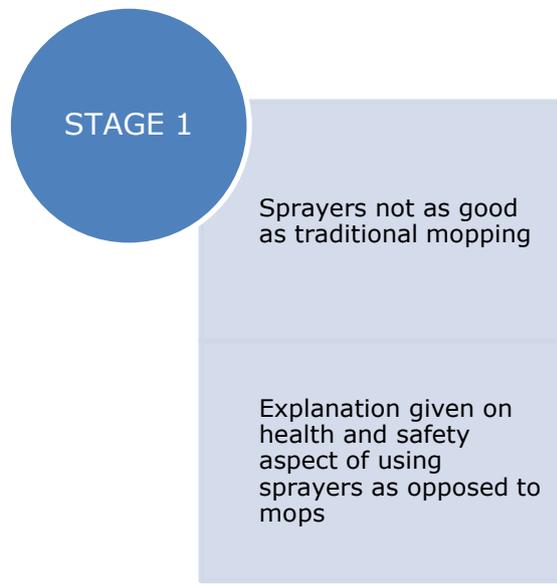
Housing Services



Estates



Estates



## **COMPLIMENTS**

The Association also received a number of compliments throughout the year, here are samples of a few of these compliments below:-

### **ESTATES**

Thank you for the prompt removal of items from the backcourt area

### **ASSET MANAGEMENT**

Thank you to everyone in the maintenance team from the office staff to the tradesmen for all the lovely service and fast efficient work that gets carried out whenever I call

### **PROPERTY MANAGEMENT**

I want to end our contact with MPS with a message of thanks to you and all the staff we have dealt with over the years. You have all been so professional, responsive and friendly.

We have been most impressed with everything you do for the community and record our thanks.

### **SPORTS HUB**

You have really supported us all to keep connected and feeling fit and positive throughout the year and your hard work, energy and creativity that goes into curating this programme is hugely appreciated

## ASSET MANAGEMENT

Thank you for help given with work that had to be done. Thanks for checking this out for us and completing work that was needed. Thanks to all the lads that done the work.

## INCOME MAXIMISATION

Thank you for all your help, I didn't know where to start and really appreciate all your help

## HOUSING SERVICES

Thank you sincerely for the last 11 years. I was given a lovely flat when I was at a bad place in my life. the tenancy you gave me heklped me enormously, so my sincerest thank you

## ESTATES

Thank you for cleaning the bin area at Duke Wynd, it was an excellent job.