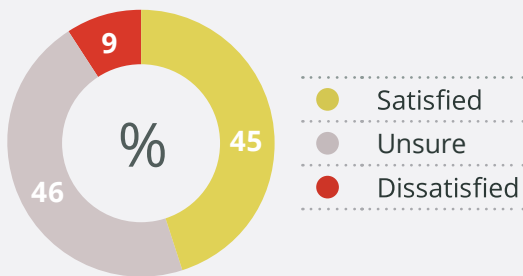


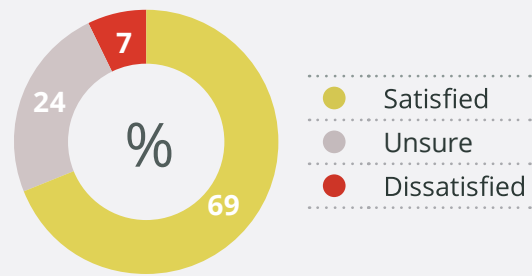
Westside is listening, and our tenants told us...

What we need work on

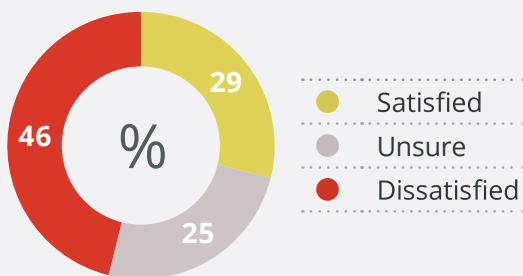
I can influence Westside's decision making



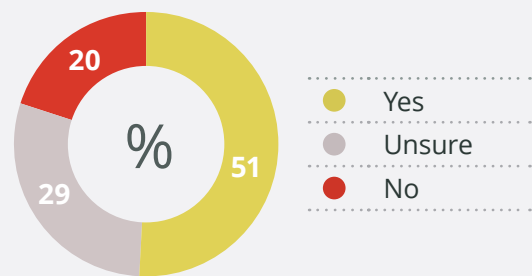
Westside listens to my views and acts on them



I am satisfied with how Westside dealt with my complaint



I know how to appeal a decision made by Westside



We will

- Review our complaints and appeals process
- Provide more opportunities for tenants to give feedback
- Produce clearer communication which highlights where tenant feedback has been acted on and what tenants can expect from Westside services.

“Gratitude to Westside in always showing genuine care in any issue that may occur, that makes me feel secure, as I know Westside will listen and if needed will act.”

Westside tenant