Dear Residents,

The QRA would like to reassure everyone who contacted us regarding the lack of security over the weekend that all emails and concerns received have been raised directly with management.

We have discussed the concerns expressed by residents and received a general response from management. However, we want to be clear that we do not feel the response provided was sufficient, nor did it adequately address the seriousness of the concerns raised.

The safety and security of residents should be a priority, and we believe residents are entitled to feel safe and secure in their homes at all times. We therefore feel that a more robust response, including clear explanations of what went wrong and what steps will be taken to prevent a similar situation from happening again, is necessary.

The QRA will continue to raise these concerns with management and push for appropriate action and reassurance for all residents.

Thank you to everyone who took the time to contact us and share their concerns. Your feedback is important, and we will continue to represent residents' interests.

Kind Regards

SBPRA