



Annual complaints performance and service improvement report

Total complaints received

25

Number of complaints by stage



Quick resolution



Stage 1



Stage 2

Top three complaints areas



19 complaints regarding Anti-Social Behaviour made by one tenant against another tenant.



3 complaints regarding cleanliness after completing a job by our maintenance contractor.



2 complaints made regarding the cost of additional services offered.

Learning and service improvements

We are better equipped to meet your needs Using your feedback, we've worked closely with our maintenance contractor to improve the cleanliness of your property after maintenance work has been completed.

We received a high volume of Anti-Social Behaviour complaints and we will be:

- Maintaining and improving our open channels of communication
- Work closely with third party care providers
- Conduct regular reviews with tenants experiencing and conducting anti-social behaviour
- Employ mediation techniques where appropriate
- Improve on early intervention to prevent escalation
- Utilising resources for the development of the team

Improvements have been made in monitoring feedback about our contractors providing us with a valuable tool to improve service standards.

We have improved the transparency regarding the pricing of our additional services and improved the early communication of the cost to our tenants. A poster is displayed in all properties and the cost of additional services is agreed before work commences.

After becoming ISO 9001 accredited complaint management and recording has been improved to reflect ISO 9001 standards.

An upgrade to the website will open another channel of communication to you. Enhancements will continue to be made throughout 2024 - 2025

Our self-assessment to the Housing Ombudsman complaint handling code is available on our website.