



Annual performance 2025 (April 2024 to March 2025)

Performance criteria	Stage 1	Stage 2
Total received in year	4	2
% of complaints responded to within 5 days	100%	100%
% of complaints resolved at stage 1	50%	-
% of complaints resolved at stage 2	-	50%
% of complaint responses sent within Code timescales	100%	100%
Number of complaints requiring extension		1
If an extension was required was this within the Code timescales		Yes
% of complaints resolved to customer's satisfaction	100%	100%
Types of Complaints Received	Resolved	Resolved
a. 1 x Property size, adjustments to bathroom and kitchen replacement date.	No	Yes
b. 1 x Kitchen flooring issues after leak	Yes	-
c. 1 x Failure to repair extractor fan and gifting items to customers.	No	Yes
d. 1 x Boiler breakdown and request for replacement boiler.	Yes	-
Complaints referred to Housing Ombudsman On 6 March we were contacted by the Ombudsman regarding information required concerning one of the cases above classed as closed. The information was provided on 7 March and by 31 March there had been no further contact or a case opened.		
Summary Determination	N/A	

Service improvement

Service improvement as a result of complaints	Completed
All customers are communicated with during the resolution work and any learning outcomes from each complaint is channeled through the feedback forms following a complaint. This allows us to listen to take on board and improve the service.	In place and ongoing
To further assist in the management of Resolutions, joint visits will be arranged with management and the Repairs Surveyor to aid the speedier resolution to complaints, support staff dealing with complaints and delivering outcomes to the customer's satisfaction.	In place and ongoing
A contractor code has been established for all contractors to sign up to which includes treating customers with respect. This reinforces the expectations on contractors and the association to work with customers.	In place and ongoing

Other service improvements

Improvement	Complete
Housing team huddles will discuss issues in managing all complaints, their role and support from the Operations Manager.	In place and ongoing
Focus on maintaining accurate records which will assist in managing complaints. A complaints log will be added to the monthly compliance report provided to the Board.	In place and ongoing
A checklist of requirements in line with the complaint handling code has been created to help guide staff through the requirements of the code and work to resolve complaints faster and to ensure that all issues the customer raises are resolved to their satisfaction.	In place and ongoing