



## **Annual performance 2026 (April 2025 to March 2026)**

<b>Performance criteria</b>	<b>Stage 1</b>	<b>Stage 2</b>
Total received in year	3	0
% of complaints responded to within 5 days	100%	100%
% of complaints resolved at stage 1	100%	-
% of complaints resolved at stage 2	-	-
% 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%	
<b>Types of Complaints Received</b>	<b>Resolved</b>	<b>Resolved</b>
a.1 x Thermostat (nest) issues resulting in no heating, misdiagnosis from original engineer resulted in delays to rectifying the issue.	Yes	-
b.1 x Property repairs, time taken to carry them out. Unhappy with repairs service	Yes	-
c.1 x Report of ASB from neighbour's children, ringing doorbells and throwing items out of window on to garden below.	Yes	-
<b>Complaints referred to Housing Ombudsman</b>	N/A	
<b>Summary Determination</b>	N/A	

## **Service improvement**

Service improvement as a result of complaints	Completed
We recognize that some residents are managing their mental health during a complaint process, and we have learnt to work at a pace that suits them, in a form and structure that helps them work with us to resolve any issues.	In place and ongoing
In respect of our gas complaints our monthly contractor meetings focus on improving the issues raised with us, working with the contractor to improve, especially in respect of communication with residents.	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
Staff have received training on managing mental health and is disseminating this to the team. This will assist in our complaints management.	In place and ongoing
Residents Liaison Committee discuss the actions taken in respect of complaints and how we have managed them, suggesting improvements from a residents' perspective	In place