**Annual Complaints Performance and Service Improvement Report**

**Introduction**

The Annual Complaints Performance and Service Improvement Report provides information on the 2024/25 complaints performance at Tuntum Housing Association in accordance with requirements of the Housing Ombudsman Complaint Handling Code.

**Background**

The code states that Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

1. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
2. a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
3. any findings of non-compliance with this Code by the Ombudsman;
4. the service improvements made as a result of the learning from complaints;
5. any annual report about the landlord’s performance from the Ombudsman; and
6. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

**Our Response:**

1. **the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.**

From 1st April 2024 the Housing Ombudsman Service (HOS) Complaint Handling Code became statutory. We have completed the annual self-assessment against this Code and has been published in March 2025.

1. **a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;**

Following the changes to the HOS Code, we completed a review of our Complaints Policy, with the help of tenants who have experience in complaint adjudication, we created a policy that complies with the new Code.

We are committed to providing excellent services that meet the standards agreed upon with our residents. We aim to resolve matters effectively at the earliest opportunity by putting things right when they have gone wrong. We deal with all complaints fairly, being transparent in our approach.

All our staff can help customers who want to make a complaint. We regularly review the root cause of complaints and, where possible, implement changes to prevent repeat occurrences.

From 1st April 2024 we began to collect data to report as part of the Tenant Satisfaction Measures (TSMs). There are two complaints TSMs generated from management information and one from data gathered from a perception survey.

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| --- | --- | --- |
| CH01 | Complaints relative to the size of the landlord:  Number of Stage one complaints received per 1,000 homes | 66.1 |
| CH01 | Complaints relative to the size of the landlord:  Number of Stage two complaints received per 1,000 homes | 10.0 |
| CH02 | Proportion of Stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales. | 97% |
| CH02 | Proportion of Stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales. | 100% |

We completed our TSM perception survey in November and December 2024, question TP09 is regarding satisfaction with our approach to complaints handling. 33.6% of respondents to the survey said that they had made a formal complaint in the last 12 months. Of these 37.1% expressed that they were either very satisfied or fairly satisfied with our approach to complaints handling.

In addition to these performance indicators, we also report to our Senior Management Team, Customer Experience Committee and our Board on these complaints key performance indicators:

|  |  |
| --- | --- |
| Total number of all complaints received | 115 |
| Proportion of resolved stage 1 complaints as % of total | 85.2% |
| Proportion of resolved stage 2 complaints as % of total | 13% |

Our Complaints Policy lists the reasons why we may not accept a complaint for consideration; however, we have not refused to accept a complaint in 2024/25.

1. **any findings of non-compliance with this Code by the Ombudsman;**

The Ombudsman have not found us to be non-compliant with the Code, we have submitted our self-assessment demonstrating full compliance with the Code.

1. **the service improvements made as a result of the learning from complaints;**

We hold a Lessons Learnt session with our Head of Asset Management and Compliance, Property Services Manager, Housing Services Manager, Head of Community Initiatives and Supported Housing Manager. We come together quarterly to review the complaints we have resolved, and hold each other to account, ensuring that we take learning from the complaints we receive. At each meeting of our Customer Experience Committee meetings we report what learnings we have taken from our complaints.

A summary of the key drivers of complaints received during 2024–25 is detailed below.

|  |  |
| --- | --- |
| Aids & adaptations failure | 1.3% |
| ASB Handling | 12.7% |
| Missed appointment | 8.9% |
| Delay to completion of Out of Hours (OOH) work | 1.3% |
| Delays to follow on work | 49.4% |
| Failure to uphold a service charge item | 6.3% |
| Income management communication | 1.3% |
| Poor workmanship | 1.3% |
| Staff conduct | 17.7% |

An outline of our lessons learnt and improvements we have made is as follows:

Repairs and Maintenance

* A new Standard Operating Procedure (SOP) for Damp, Mould and Condensation work has been finalised to improve the consistency and quality of works.
* An Open Repair Orders SOP has been put in place to ensure all open repair orders are completed in a timely manner, with a clear process for identifying and chasing outstanding work.
* 10% of contractor works are now subject to post-inspection to improve quality assurance.
* Contractor access issues are being addressed through a revised no-access policy currently being developed.
* Repair follow-up procedures and internal communication processes are being reviewed and clarified.
* Surveyor visits now generate automated reports, ensuring any follow-up actions are tracked and addressed promptly.

Planned Maintenance and Asset Planning

* A data reconciliation exercise to identify all customers due for new kitchens or bathrooms was completed. We have communicated to all the relevant customers in advance of the surveyor visits being arranged.
* Processes have been put in place to ensure property information includes any specialist equipment before planned works are carried out.

Customer Communication & Engagement

* Refresher training has been delivered to reinforce the complaints handling procedure and ensure compliance with our service standards.
* The arrears notification procedure has been reviewed to ensure timely communication with tenants.
* A tenant recharge procedure is being developed to help recover costs for damage or repairs that fall under tenant responsibility.
* The tenant handbook needs to be reviewed to ensure the information provided is accurate, accessible, and relevant.
* Bin storage facilities are now assessed during handover of new developments to ensure they are fit for purpose.
* Estate inspection outcomes are now being used to update internal systems and ensure timely follow-up.
* Following the appointment of a new gardening contractor, estate inspections have resumed to improve communal maintenance monitoring.

Training & Performance Monitoring

* Additional training is being planned for customer-facing staff, with a particular focus on recognising and responding to short-term vulnerabilities and understanding their impact on service delivery.
* Contractor performance is now regularly reviewed, and boiler referrals are being monitored to ensure alternative heating arrangements are made where needed.
* Housing Officers have received training on Service Level Agreements (SLAs) to ensure they understand expected timeframes and service standards.
* Weekly complaints meetings now include a review of any SLA breaches by contractors, allowing for proactive service improvement.

1. **any annual report about the landlord’s performance from the Ombudsman; and**

The HOS have not completed an annual report about our performance as we have not met the threshold for a report to be produced. In 2024/25 we have one open investigation with HOS which we are awaiting a determination on - Complaint: 202416119.

1. **any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.**

The HOS have not completed any reports of publications in relation to our work.

**In Summary:**

We are fully compliant with the HOS Complaint Handling Code and we welcome complaints and this report shows that we seek to improve the service we offer by learning from the experiences of our residents.