

Annual Complaints Performance and Service Improvement Report

Introduction

The Annual Complaints Performance and Service Improvement Report provides information on Tuntum Housing Association's complaints performance during 2025/26 in accordance with the 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:

- a) the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- b) 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;
- c) any findings of non-compliance with this Code by the Ombudsman;
- d) the service improvements made as a result of the learning from complaints;
- e) any annual report about the landlord's performance from the Ombudsman; and
- f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

Our Response:

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

Tuntum Housing Association has completed its annual self-assessment against the Complaint Handling Code for 2025/26 to ensure continued compliance with the Code requirements. The self-assessment has been reviewed internally and published on our website in line with Housing Ombudsman expectations.

- b) 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;**

We remain committed to providing services that meet the standards agreed with our residents. We recognise complaints as an important source of customer insight and an opportunity to improve services.

We aim to resolve concerns at the earliest opportunity, putting things right when services fall short. We deal with complaints fairly and transparently, and all staff are responsible for supporting customers who wish to raise a complaint.

During 2025/26, we continued to embed the requirements of the Complaint Handling Code across the organisation. Complaints performance is monitored through regular operational meetings and reported to the Senior Management Team, Customer Experience Committee and Board.

Tenant Satisfaction Measures (TSMs)

The following management information complaints TSMs were reported during 2025/26:

CH01	Complaints relative to the size of the landlord: Number of Stage one complaints received per 1,000 homes	67.4
CH01	Complaints relative to the size of the landlord: Number of Stage two complaints received per 1,000 homes	17.1
CH02	Proportion of Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	97.1%
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 over the six months from September 2025 to February 2026. Question TP09 is regarding satisfaction with our approach to complaints handling. 33.1% of respondents to the survey said that they had made a formal complaint in the last 12 months. Of these 45.9% 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	139
Proportion of resolved stage 1 complaints as % of total	69.5%
Proportion of resolved stage 2 complaints as % of total	22.3%

Our Complaints Policy lists the reasons why we may not accept a complaint for consideration, in 2025/26 we did not accept two complaints in line with our policy. These were due to:

- a request for loss of earnings
- an issue that occurred more than 12 months ago

c) 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.

d) the service improvements made as a result of the learning from complaints;

We recognise the importance of learning from complaints to improve service delivery and customer experience. Complaints are reviewed regularly to identify root causes, recurring themes and opportunities for service improvement across the organisation.

Throughout 2025/26, learning from complaints has continued to inform service reviews, operational discussions and performance monitoring across Housing, Property Services and Customer Experience teams. Complaint trends, customer feedback and individual complaint outcomes have been used to identify areas for improvement, strengthen oversight arrangements and improve communication with customers.

Learning from complaints and the actions taken in response continue to be reported through our management and governance arrangements, including updates provided to the Customer Experience Committee.

A summary of the root causes of complaints received during 2025/26 is detailed below.

Delays to repairs being completed	25.7%
Staff or contractor conduct	16.9%
Missed appointments	11.8%
Response to damp and mould	8.1%
Delays to planned programme works	5.9%
Property damage caused by staff or contractors	5.9%
ASB handling	5.9%
Quality of completed works	4.4%
Debt recovery process	2.9%
Allocations and voids process	2.2%
Pest infestation concerns	2.2%
Aids and adaptations process	2.2%
Delays to works being raised following surveyor visits	1.5%
Communal area concerns	1.5%
Mutual exchange process	1.5%
Poor workmanship	0.7%
Increased energy costs whilst repairs were in progress	0.7%

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

Complaint Handling and Customer Experience

- Complaints awareness training has been delivered to all staff to improve understanding of what constitutes a complaint under the Housing Ombudsman Complaint Handling Code. The training focused on ensuring complaints are recognised and logged appropriately, and that customers expressing dissatisfaction are made aware of their right to raise a formal complaint.
- Customer feedback gathered through our Tenant Satisfaction Measures (TSMs) perception survey highlighted the importance of empathetic communication, effective follow-up, listening to customer concerns and recognising the needs of vulnerable households. This feedback has been used to reinforce customer service expectations and inform ongoing service improvement discussions across teams.
- Complaint responses continue to be reviewed by managers to improve consistency, identify learning opportunities and support improvements in customer communication.

Repairs and Property Services

- Following complaint trends relating to delays in repairs and follow-on works, increased monitoring arrangements have been introduced for overdue repairs and outstanding contractor actions. Contractor performance is now more closely scrutinised through regular contractor performance meetings to improve accountability and reduce delays for customers.
- During 2025/26, additional resources were introduced to strengthen service oversight and improve service delivery. This included the recruitment of a Customer Service Officer, Property Services Manager and an additional Surveyor to improve monitoring of repairs, surveyor activity and direct trades operative works.

Pest Infestation and Property Defects

- Following customer feedback and complaints relating to pest infestation concerns, the approach to handling pest-related reports has been reviewed. Surveyor inspections are now arranged where appropriate to identify whether infestations are linked to property defects or structural issues, ensuring that underlying causes are identified and addressed where landlord responsibility applies.

e) 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 2025/26 we have open investigation with HOS which we are awaiting a determination on - Complaint: 202416119.

- f) 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 or 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.