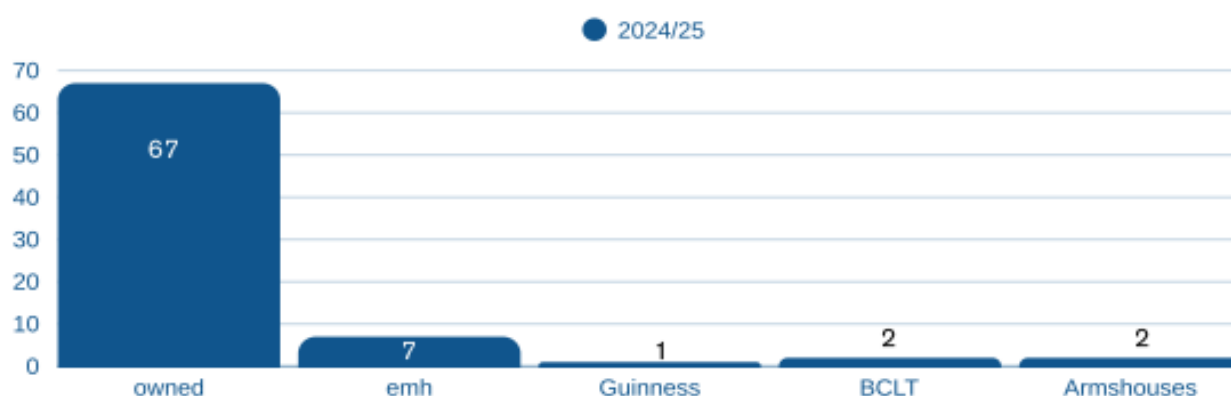


ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT – MANAGED

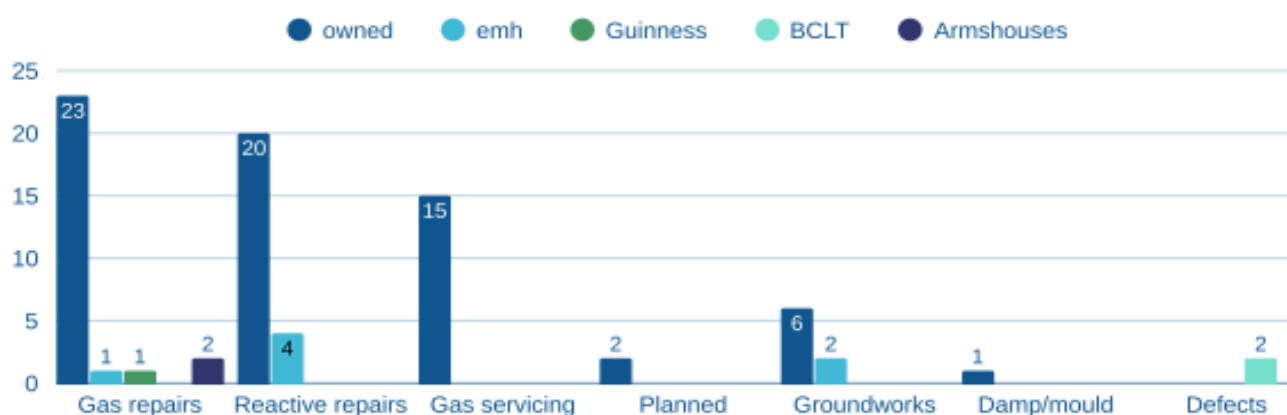
PDRHA owned and managed - Service requests

1st April 2024 to 31st March 2025

Number of service requests per landlord



Service requests categories



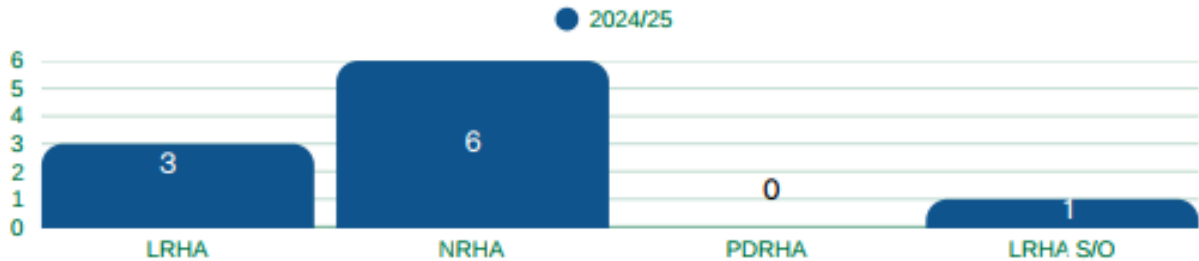
Actions taken:-

- Individual issues raised at contractor meetings and minuted
- Daily catch up meetings are set up with gas contractor
- Monthly meetings are set up with gas contractor to overview performance and processes
- Carried out a review of the gas servicing process (internally) and implementing recommendations from June 2025

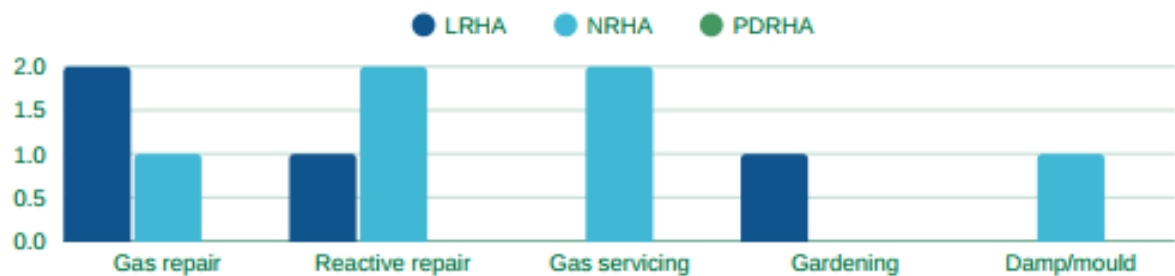
emh - Formal Complaints

1st April 2024 to 31st March 2025

Number of formal complaints per RHA



Formal complaint category per RHA



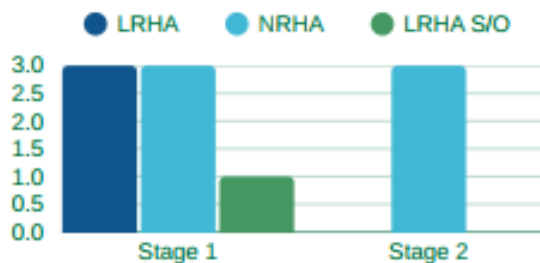
Stage 1 (10 complaints)

Acknowledged within 5 days	10
Responded within 10 working days	8
Deadline extended	1
Responded within extended deadline	1

Stage 2 (3 complaints)

Acknowledged within 5 days	2
Responded within 20 working days	3
Deadline extended	0
Responded within extended deadline	0

Number of Stage 1 and 2 complaints per RHA



Number of the Housing Ombudsman determinations: 1 (complaint not related to this financial year)

There was a service failure by the landlord in respect of a gas repair over the Christmas period and additional compensation was awarded.

Actions taken:-

- Individual issues raised with contractors and actions agreed
- Daily monitoring of gas repairs and catch up meetings with the gas contractor
- Reviewed the gas servicing process (internally) and implementing changes from June 2025.

The Guinness Partnership - Formal Complaints

1st April 2024 to 31st March 2025

Number of formal complaints

No complaints received during this period or the previous period - 12 properties managed in total.



Formal complaint category

No complaints received during this period - 12 properties managed in total.



Number of Stage 1 and 2 complaints

No complaints received during this period - 12 properties managed in total.



Number of complaints Housing Ombudsman determinations: 0

Actions taken:-

- N/A

Sir Robert Coke's Armshouses - Formal Complaints

1st April 2024 to 31st March 2025

Number of formal complaints

No complaints received during this period or the previous period - 3 properties managed in total.



Formal complaint category

No complaints received during this period - 3 properties managed in total.



Number of Stage 1 and 2 complaints

No complaints received during this period - 3 properties managed in total.



Number of complaints Housing Ombudsman determinations: 0

Actions taken:-

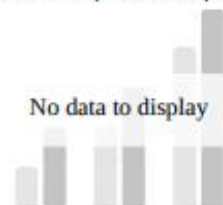
- N/A

Bradwell Community Land Trust - Formal Complaints

1st April 2024 to 31st March 2025

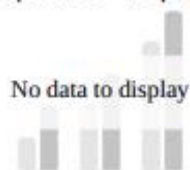
Number of formal complaints

No complaints received during this period or the previous period - 13 properties managed in total.



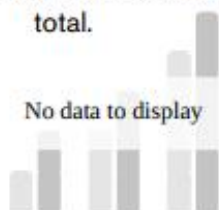
Formal complaint category

No complaints received during this period - 13 properties managed in total.



Number of Stage 1 and 2 complaints

No complaints received during this period - 13 properties managed in total.



Number of complaints Housing Ombudsman determinations: 0

Actions taken:-

- N/A

