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|  | <b>REPORT TO MANAGEMENT BOARD</b> |  | <b>AGENDA<br/>ITEM No.</b> |
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| <b>Name of Committee:</b> | Report to Office Bearers | <b>Date:</b> | 23 <sup>rd</sup> Sept 2025 |
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| <b>Title &amp; Brief Summary:</b> | Housing Management and Customer Service Report |
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| <b>Board Author:</b> | Minara Sultana | <b>Presented By:</b> | Devon K |
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| <b>Classification:</b> | <input checked="" type="checkbox"/> For info and discussion | <input type="checkbox"/> Confidential                |
|                        | <input checked="" type="checkbox"/> For info and decision   | <input checked="" type="checkbox"/> Non-Confidential |

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| <b>Background Papers</b><br>Regulatory Framework – Economic<br>Regulatory Framework – Consumer<br><br>Housing Ombudsman Complaint Handling Code and Self-Assessment.<br><br>Annual Complaints Performance and Service Improvement Report was presented to the OEHA Committee on 30 <sup>th</sup> July 2025. This updated report, presented to OEHA’s Office Bearers for approval confirm the following:<br><br>Updated policy for approval (with no material changes)<br><br>OEHA full compliance housing ombudsman self-assessment code |
| <b>Summary of Recommendations Action Requested</b><br>Information and discussion.<br><br>Self-Assessment against the new Complaints Handling Code<br>Annual Complaints Performance and Service Improvement Report                                                                                                                                                                                                                                                                                                                        |
| <b>Diversity Impact</b><br>OEHA is mindful of its equality duties under the Equality Act 2010 and will take a proportionate approach to its equality obligations and has at this stage identified no specific equalities implication in this report. However, equality will continue to be considered during future reports.                                                                                                                                                                                                             |
| <b>Value for Money and Financial Implications</b><br><br>At OEHA VFM is a central part of ensuring we meet our customers’ expectations and our business objectives. Delivering VFM is about what you achieve for the amount of money you spend. This means spending money wisely to deliver excellent customer service and make a positive contribution to the communities we serve.                                                                                                                                                     |

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| <b>OUR MISSION STATEMENT</b><br>We are dedicated to providing quality, affordable, and safe homes for individuals and families who serve our local communities – especially those committed to education and key workers. |
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| <b>Title &amp; Brief Summary:</b> | Management Committee's Response to the Annual Complaints Performance and Service Improvement Report |
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## 1. Complaints

**Critical Success Factor (CSF):** Timely resolution of complaints regarding services

**Key Result Indicator (KRI):** Gold Standard introduced for Complaint management

- 100% acknowledgment response within 5 working days
- 90% of stage 1 complaints are investigated and a final response is sent within 10 working days
- 90% of stage 2 complaints are investigated and a final response is sent within 20 working days

**From April 2024 to March 2025**, we received formal complaint in relation to repair issues and contractors' handling of the repairs process. We aim to resolve all service requests promptly and effectively, so they are not escalated to formal complaints.

**The Annual Submission to Housing Ombudsman Services** in line with the Complaint Handling Code is due by the 30th of September 2025. Given that we made 1 formal complaint, we plan to submit the following service improvement plan as part of the annual submission.

### Complaint Analysis and Service Improvement Plan

On reviewing the formal complaint regarding the poor service delivery following a repair issue and contractor's handling of the issue, we noted that the issue progressed from Stage 1 (Frontline Resolution) to Stage 2 (Investigation).

While the complaint was upheld at Stage 1, and at Stage 2, and compensation was offered at both stages, and especially in Stage 2 for the distress and inconvenience caused along with an agreed plan of action.

To strengthen our approach in line with the Housing Ombudsman's Complaint Handling Code and to improve our service, we have already carried out the following improvements:

**Timely Response to all complaints**, a refresher training took place all staff members to enhance their understanding and knowledge to ensure all complaints are acknowledged and responded within the agreed timescale, with clear responsibility assigned to a designated staff member.

**Better Stage 1 Handling** – Staff involved in Stage 1 responses has a clear understanding that that they aim to resolve complaints more thoroughly at an early stage and reduce the need for escalation.

**Learning from Complaints** – All complaints, whether upheld or not, will be reviewed for any lessons or service improvements. In this case, we have reviewed the contractor's repairs handling process and quality checks.

**Report and Share Improvements** – We have already created a standing item on OEHA newsletters to share any actions taken in response to complaints through tenant newsletters to ensure transparency and show that we take feedback seriously.

This straightforward plan will help us in improving response times, resolve concerns more effectively, and build tenant confidence in our complaint handling process.

We have also included Complaints Handling in OEHA / Shian monthly Liaison meeting to ensure on-going learning and improvement.

### **Implementation Timeline**

We support the proposed timeline for the implementation of the Service Improvement Plan by 30th September 2025, under the guidance of the Operations Director. This timeline is realistic and provides a clear framework for achieving our goals.

### **Conclusion**

In conclusion, the Committee endorses the findings of the report and the outlined Service Improvement Plan. We are committed to taking the necessary actions to enhance tenant satisfaction, reduce the number of complaints, and improve the overall quality of our services. We look forward to seeing positive changes and will closely monitor the implementation progress.

Thank you for your continued dedication to improving the overall service standard.

Old Etonian Housing Association

Devan Kanthasamy  
Company Secretary