



Old Etonian Housing Association

The Annual Complaints Performance and Service Improvement Report

September 2025

Annual Complaints Performance Report

This report provides an analysis of complaints received from April 2024 to March 2025, the broad areas covered by the complaints were repairs and maintenance, housing management and staff behavior.

Key Areas of Concern:

1. Repairs and Maintenance: Dissatisfaction with a repair issue and Contractor's handling of the repairs process. Lack of timely communication in updating tenants on the progress of the repair.

Lessons Learned from Complaints:

The key themes(s) Raised in Complaints Received are as follows:

- 1. Communication and Responsiveness:** offering clear and timely communication when dealing with service requests. Keeping customers updated of the progress and change of plan of actions.

Service Improvement Plan:

Key areas of improvement	Proposed actions	Priority
Proactive Repairs and Maintenance Services	- All open repair requests are monitored almost daily to ensure that they are completed on time. - Tenants are kept informed of any changes. - Carry out repairs satisfaction survey after completing each repair order - Guidance on Repair Responsibilities has been circulated to all tenants, so they are clear about the repair obligation and the timescale for completion.	Priority One
Monitor service requests	- Monitor all service requests on a daily basis - Hold staff members accountable for the tasks assigned to them. - Keeping customers up to date with progress.	Priority One

Streamline Complaint Handling Processes	- Monitor complaints on a weekly basis for tracking and resolving complaints. - Ensure all complaints are acknowledged promptly and handled within the stipulated timeframes are possible. Completed based on HOS Guidance	Priority One
Key Performance Indicator (KPI)	- Monthly KPI reports (including Contractor performance) to be monitored by Senior Management Team and Management Committee	Priority Two
Regular Feedback and Surveys	- Conduct regular surveys to gather feedback from tenants about their satisfaction or dissatisfaction with services and see where there are potential areas for improvement. - This would promote accountability, transparency, and continuous improvement.	Priority Two
Transparency and Accountability	- Ensure transparency in the handling of complaints by providing tenants with clear information about the process and expected timelines. - Hold staff accountable for the timely resolution of issues.	Priority Three

Timeline for implementation of Service Improvement Plan

Timeline - 30th September 2025.

Responsible Person-- **Operations Director (Day-to-day operations) & Company Secretary (Board / Governance)**

By implementing the service improvement plan, we aim to enhance tenant satisfaction, reduce the number of complaints, and improve overall service quality.