

	REPORT TO MANAGEMENT BOARD	AGENDA ITEM No.	
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Name of Committee:	Report to Office Bearers	Date:	21 st Sept 2026
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Title & Brief Summary:	Housing Management and Customer Service Report
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Board Author:	Minara Sultana	Presented By:	Devon K
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Classification:	☒ For info and discussion	☐ Confidential
	☒ For info and decision	☒ Non-Confidential

Background Papers

Regulatory Framework – Economic
Regulatory Framework – Consumer

Housing Ombudsman Complaint Handling Code and Self-Assessment.

Annual Complaints Performance and Service Improvement Report was presented to the OEHA Committee on 6th July 2026. This updated report, presented to OEHA's Office Bearers for approval, confirms the following.

Policy with no material changes.

OEHA's self-assessment against the Housing Ombudsman's Complaint Handling Code.

Summary of Recommendations Action Requested

Information and discussion.

Self-Assessment against the new Complaints Handling Code
Annual Complaints Performance and Service Improvement Report

Diversity Impact

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.

Value for Money and Financial Implications

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.

OUR MISSION STATEMENT

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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Title & Brief Summary:	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): Internal complaint handling performance measures

- 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

Management Committee's review and assurance

The Management Committee has considered the Annual Complaints Performance and Service Improvement Report for 1 April 2025 to 31 March 2026, together with OEHA's self-assessment against the Housing Ombudsman's Complaint Handling Code and the Complaints Policy and Procedure. The Committee is satisfied that these documents provide a clear account of OEHA's complaint handling arrangements and the learning identified during the year.

Since April 2024, Shian Housing Association (SHA) has acted as OEHA's managing agent and delivers the housing management service on OEHA's behalf. The Committee remains responsible for oversight and assurance of complaint handling and service improvement. Complaints and service requests.

During the year, one formal complaint relating to a repair and the contractor's handling of the repair process progressed from Stage 1 to Stage 2. The complaint was upheld at both stages. Compensation was offered at both stages, with the Stage 2 remedy increased to recognise the distress and inconvenience caused, together with an agreed action plan.

Residents also raised a number of service requests about day-to-day repairs matters, including car park security, communal access, neighbour-related matters and heating contractor appointments. These were addressed as they were reported.

The Committee expects service requests to be taken seriously, recorded and monitored so that repeat concerns or expressions of dissatisfaction are recognised and handled as complaints where appropriate, in line with OEHA's Complaints Policy and Procedure.

Service improvements and learning

The Committee has reviewed the learning from the complaint and supports the following actions already taken or embedded in practice:

- Refresher training has been provided to staff on complaint handling, including the need to acknowledge complaints within the agreed timescale and respond within the Code and policy.
- Stage 1 handling has been reinforced so that concerns are investigated fully at the earliest opportunity, with clear responses and appropriate remedies, while preserving the resident's right to escalate to Stage 2.
- The contractor's repairs handling process and quality checks have been reviewed following the complaint.
- Complaint handling and learning are now a standing item at the monthly OEHA/SHA liaison meeting, allowing actions, trends and any emerging concerns to be followed up.
- Service improvements arising from complaints are shared with residents through OEHA's newsletter, supporting openness and accountability.
- Management Committee scrutiny

The Committee has considered the report and self-assessment against the information available to it, including the complaint case, service request information, staff training, contractor review and the arrangements for ongoing monitoring. The self-assessment records OEHA's compliance with the Complaint Handling Code, and the Committee will continue to test this against day-to-day practice.

The Company Secretary, as OEHA's Member Responsible for Complaints (MRC), has the lead role in providing complaints assurance to the Management Committee. Change in accordance with the email. This includes reviewing complaint performance and learning, checking that agreed improvements are followed through, and ensuring that the Committee receives sufficient information to challenge performance and identify risks.

The Committee has identified the areas that require continued attention: recognising complaints at the right point, meeting response times, maintaining the quality of Stage 1 investigations and responses, monitoring contractor performance, and tracking remedies and agreed actions through to completion.

In line with OEHA's Complaints Policy and Procedure, the Operations Director will continue to monitor Stage 1, Stage 2 and any Housing Ombudsman cases. Complaint performance and learning will be reported to the Management Committee quarterly, with the Company Secretary, as MRC, providing governance oversight and assurance.

Conclusion

The Management Committee endorses the Annual Complaints Performance and Service Improvement Report and the learning and service improvements set out within it. The Committee is committed to maintaining effective oversight of complaint handling, using

complaints and service requests as a source of learning, and ensuring residents receive a fair, timely and accessible response when concerns are raised.

The Committee approves this response for publication alongside the Annual Complaints Performance and Service Improvement Report and OEHA's self-assessment as part of the annual submission to the Housing Ombudsman.

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

Old Etonian Housing Association

Devan Kanthasamy
Company Secretary