

CROMWOOD HOUSING LIMITED ANNUAL COMPLAINTS PERFORMANCE REPORT

Overview:

Cromwood Housing Limited is committed to addressing complaints from tenants, neighbours, and other stakeholders in a timely and effective manner. Our complaint resolution process ensures that all grievances are thoroughly investigated and resolved, aiming to improve the quality of service provided. This report outlines our performance in handling complaints from 1 April 2023 to 31 March 2024, focusing on responsiveness, outcomes, and continuous improvements to our service.

Complaints Received:

From 1 April 2023 to 31 March 2024, we received a total of 15 complaints. These complaints fall into three main categories: property conditions, tenant behaviour, and issues regarding rent or service charges.

Categories of Complaints:

- **Anti-Social Behaviour (ASB):** This is the most frequent category, comprising tenant disputes, noise disturbances, and breaches of tenancy agreements. In response to ASB, we have taken a variety of actions, including issuing warnings, consulting with local authorities and tenant support workers, and, in extreme cases, pursuing legal action to evict tenants. For example, a neighbour provided video evidence of a tenant's destructive behaviour. This led to eviction proceedings and the granting of a possession order.
- **Property Condition and Repairs:** A number of the 15 complaints were related to repairs and maintenance issues, indicating an area that needs continued focus. We have responded by conducting investigations and providing formal responses, with tenants compensated when delays or errors occurred. For example, a tenant raised concerns about unresolved maintenance issues. A delay in the initial resolution led to compensation of £200 and a formal apology after an internal review.
- **Rent and Service Charge Disputes:** Complaints related to deductions from Universal Credit or rent overcharges were swiftly acknowledged and investigated. For example, a tenant raised concerns about unauthorized deductions. Our Rent and Service Charges team investigated the claim, clarified the deduction's source, and ensured the tenant was reimbursed if an error was found.

Stages of Complaint Handling:

Our complaint process follows the prescribed three-stage approach:

1. **Stage 1:** Initial complaints are managed by the relevant department manager. We strive to resolve issues promptly at this stage, and where necessary, we escalate complaints for further review.

83% of complaints were resolved at Stage 1, demonstrating our effectiveness in addressing issues promptly.

2. Stage 2: If a complainant is dissatisfied with the Stage 1 resolution, the issue is escalated to senior management or a specialist team. Compensation, formal apologies, or legal actions are often concluded at this stage.
3. Stage 3: If a complainant is not satisfied with the outcome following a Stage 2 resolution, they are provided with the option to refer their complaint to the Housing Ombudsman for further review. We are pleased to report that none of our complaints reached this stage. In fact, most complaints are resolved successfully at Stage 1, with 83% of cases resolved without needing escalation. The remaining 17% of complaints are resolved at Stage 2, ensuring that our tenants and stakeholders receive timely and satisfactory outcomes without requiring external intervention.

Tenant Satisfaction Measures and Complaint Handling Overview

As part of Cromwood Housing Limited's commitment to transparent and accountable complaint management, we have reviewed our Tenant Satisfaction Measures (TSM) results from the survey conducted on 11 December 2023. Notably, the satisfaction score (CSAT) for Cromwood Housing's complaints handling stands at 48%, slightly exceeding the expected range of 21–47%, with the average for this measure being 31%. This score reflects positive feedback from tenants regarding our responsiveness and dedication to resolving issues.

To demonstrate tenant experiences and opinions on our complaints process, we have incorporated a direct extract from the TSM survey.

Future Commitment to Enhanced TSM Performance

While our CSAT score is above the sector average, Cromwood Housing remains dedicated to raising satisfaction further in future TSM assessments. We are focused on several key improvement areas:

- **Enhanced Communication in Repairs:** Introducing a real-time tracking system for repairs will ensure tenants receive regular updates, improving transparency and reducing wait times.
- **Swift ASB Interventions:** To address anti-social behaviour more effectively, we will strengthen our partnerships with local authorities and community support teams, aiming for faster resolution.
- **Feedback-Driven Enhancements:** The feedback gathered through complaints resolution will drive continuous improvements.

This approach ensures Cromwood Housing delivers an effective, tenant-focused complaint resolution process.

Compliance and Future Improvements:

Since the publication of the Complaint Handling Code in April 2024, Cromwood Housing Limited has taken proactive steps to ensure that our policies and procedures are fully compliant with the new standards. We have procured the services of a compliance consultant to carry out a comprehensive review across our organization. This process includes ensuring that our submission meets the required standards, and we are actively revising our procedures to align with the latest regulations.

Areas for Improvement:

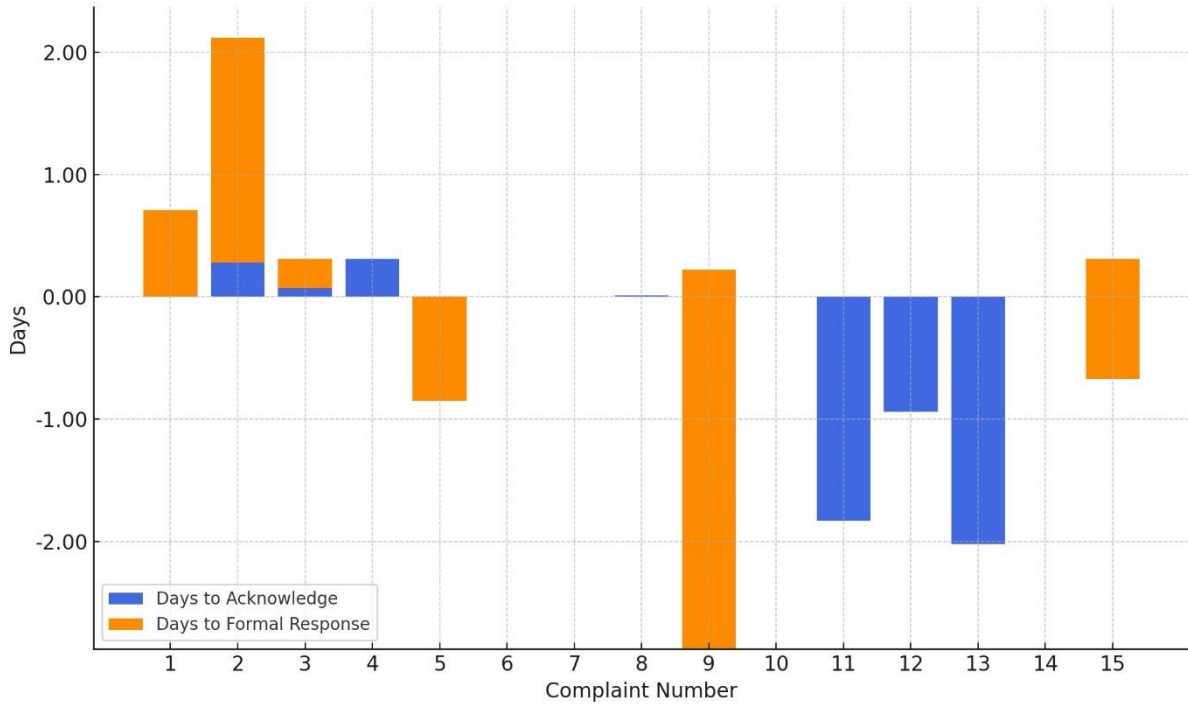
While we have made significant progress, particularly in responding to complaints promptly, there are areas where we continue to seek improvements:

- **Repair Services:** Complaints relating to property repairs suggest that we need to enhance our communication and responsiveness.
- **ASB Management:** We are working closely with relevant stakeholders to ensure a swifter resolution of anti-social behaviour complaints.

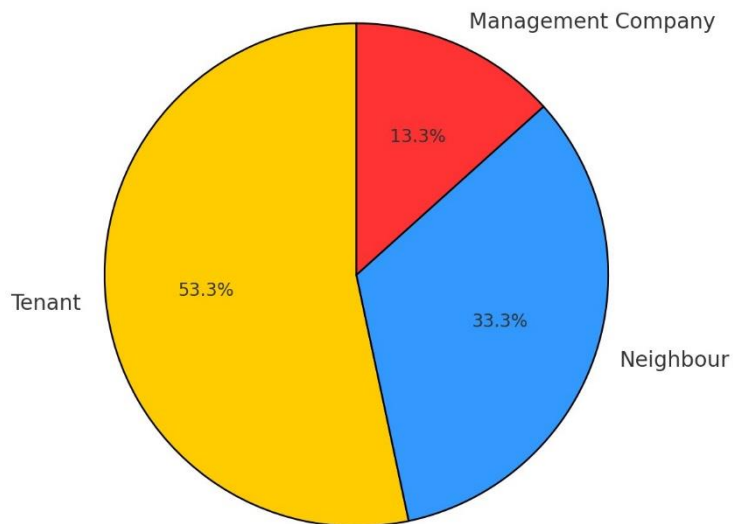
Conclusion:

Cromwood Housing Limited remains committed to improving our services and ensuring that all complaints are managed with the utmost care and efficiency. We are continually refining our processes to better meet the needs of tenants and neighbours, ensuring a positive living environment for all.

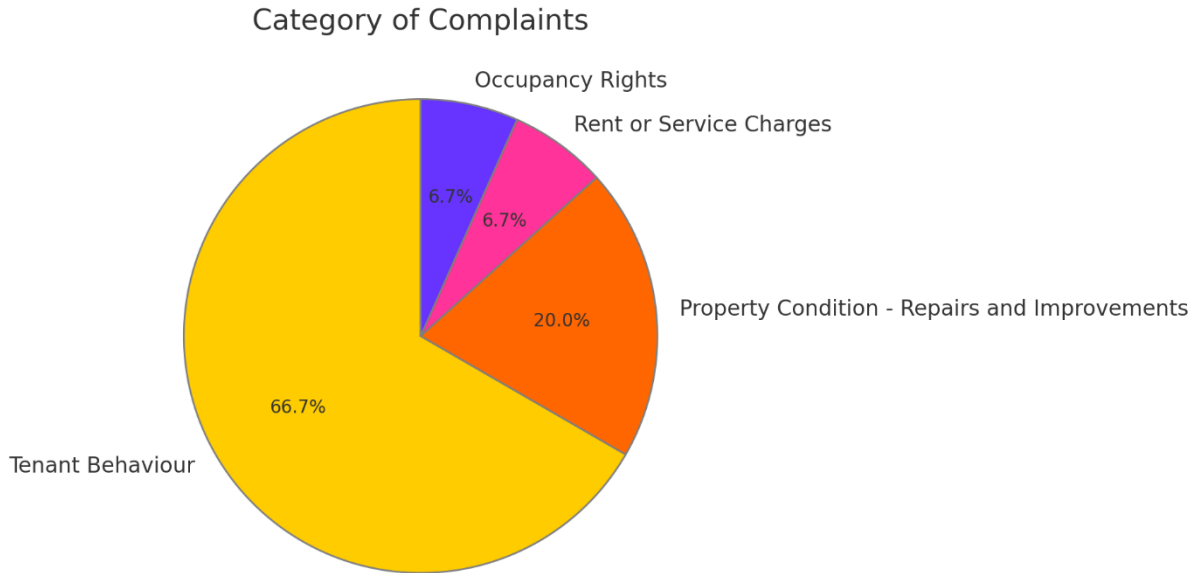
Complaint Steps:



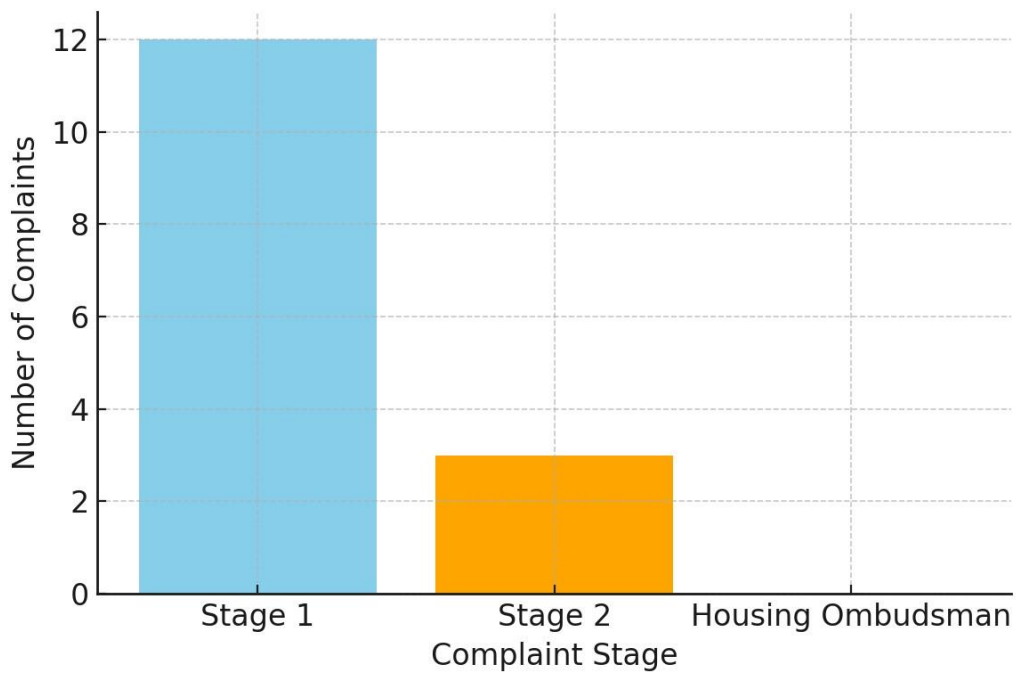
Complaint Sources:



Complaint Categories:

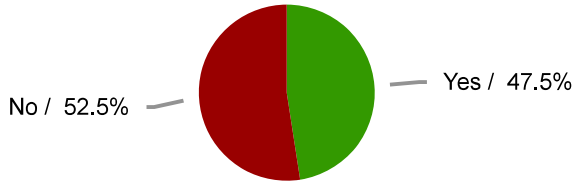


Complaint Stages:



Have you made a complaint to Cromwood Housing in the last 12 months?

All to date

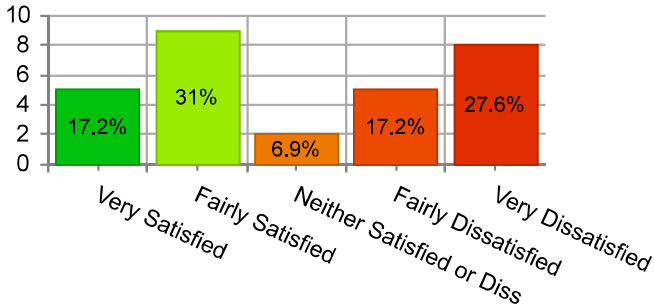


The respondents who answered Yes were asked the TP09 question to gauge satisfaction with the complaints process

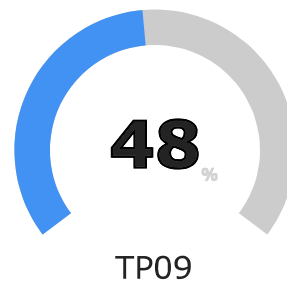
How satisfied or dissatisfied are you with Cromwood Housing's approach to complaints handling? TP09

Complaint handling Satisfaction

All to date



All to date

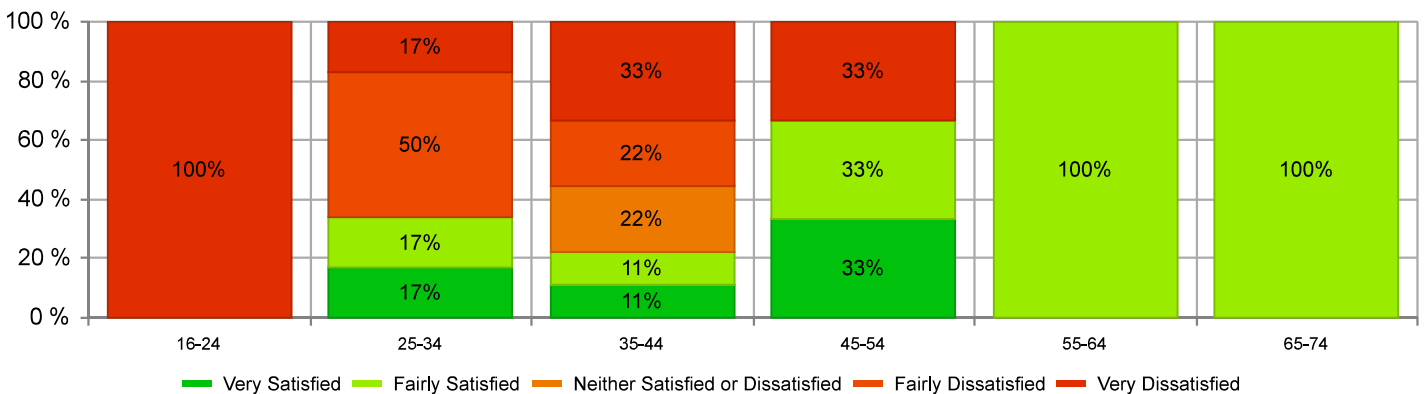


The expected range for satisfaction with complaints handling is 21- 47%, with an average of 31%

The CSAT score of 48% for Cromwood Housing is just higher than the expected range.

Complaint handling Satisfaction by Age Group

All to date



The satisfaction with complaints handling follows the same general pattern that has been demonstrated in previous questions. The younger age groups demonstrate much higher levels of dissatisfaction than the older groups.