



Westlon Housing Association

**ANNUAL COMPLAINTS PERFORMANCE AND
SERVICE IMPROVEMENT REPORT 2025-2026**

Agenda



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Introduction

The purpose of this report is to highlight Westlon's complaint handling performance over the last twelve months and to identify any service improvements and/or learnings from any complaints.

Westlon is committed to providing a high-quality service to our residents. However, we do recognise that there may be times when residents are dissatisfied about the service they have received and may wish to make a complaint.

Westlon will seek to resolve complaints in a fair and timely manner, wherever possible seeking to resolve complaints informally to achieve a satisfactory outcome for the resident.

We actively seek feedback whether it is via complaints, compliments or suggestions to help us improve the services that we deliver. We take complaints very seriously and will ensure that any lessons learnt from complaints are used to inform and improve services.

This report will cover:

- The background to and the reasons for this new report.
- An overview of our complaint's performance over the last 12 months.
- The learnings we have identified as a result of any complaints and the changes that we will be making to services.

This report evidences our commitment to working with our residents and a commitment to continuous improvement. A copy of this report has been shared with Committee Members for review and further discussion regarding the services we provide.

Background

The Social Housing (Regulation) Act 2023 gave the Housing Ombudsman powers to issue a code of practice for its members when handling complaints. It also placed a duty on the Housing Ombudsman to monitor compliance with the code of practice. On the 9th February 2024 the Housing Ombudsman published their new Complaint Handling Code. The new code requires all members to complete and publish a self assessment each year. This came into effect as of the 1st April 2024. The self assessment directs us to ensure that we are compliant with the code and to produce this report to demonstrate this.

Tenant Satisfaction Measures (TSMs) are part of the Consumer Standards, set by the Regulator of Social Housing for customers of a UK housing association. They are designed to ensure that tenants receive high-quality services and have a safe, decent place to live.

The TSMs consist of 22 measures; 14 management and 12 satisfaction measures, across five themes:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Responsible Neighbourhood Management
- Effective Complaints Handling

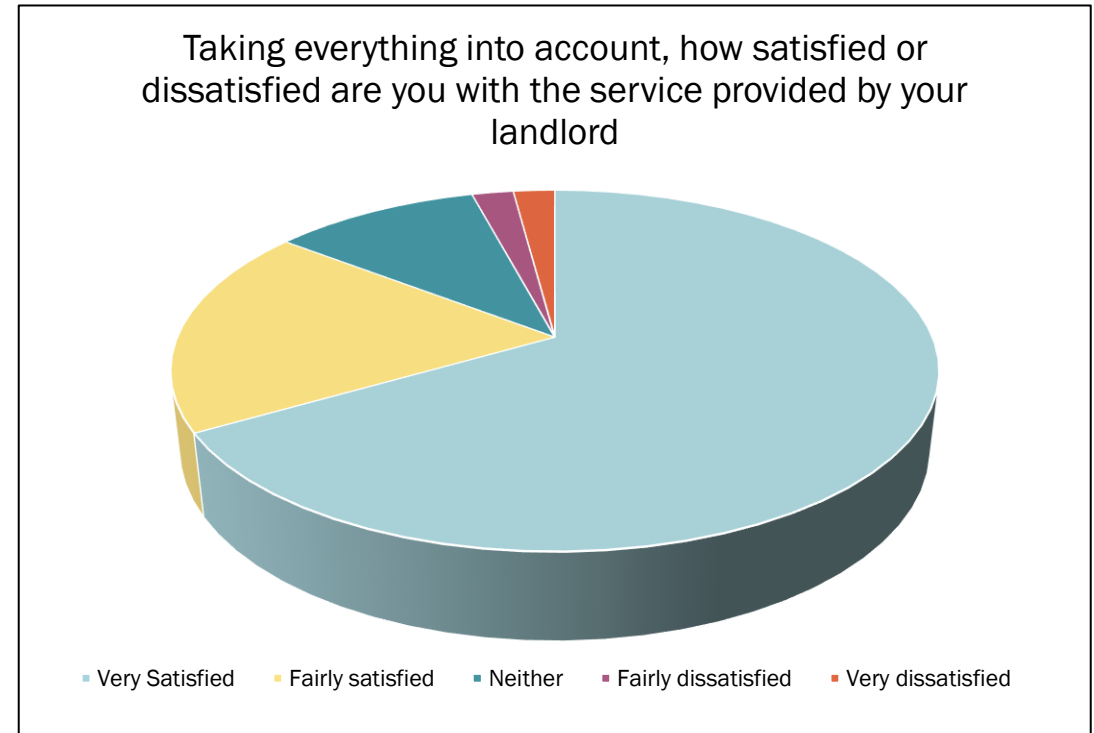
Complaints Performance

Over the course of the last twelve months, we have not received any complaints from our residents.

The results from the Tenant Satisfaction Surveys were also positive with overall, 85% of residents were either satisfied or very satisfied with the service provided by their landlord. 67% of those satisfied ticked the very satisfied category.

54% of tenants were satisfied with the handling of complaints.

80% of residents either agreed or strongly agreed with the statement *'my landlord treats me fairly and with respect.'*



Service Improvements and Learning

Whilst we have not received any complaints within the last twelve months, we strive for continuous improvement and have utilised some of the general feedback we received from the Tenant Satisfaction Surveys to improve the service that we provide. These areas of improvement are:

Complaints Handling – Despite not receiving any complaints within the last 12 months, residents' view on how the organisation handles complaints was poor, with only 54% of residents feeling that complaints were handled to in a satisfactory manner; this is clearly an area that we need to focus on over the next twelve months. This needs to start with greater tenant consultation to establish why there are higher levels of dissatisfaction with complaints handling. Once we know what the issues are, we can work to address these to improve resident satisfaction levels.

Listening to tenants' views and acting upon them – it is important that we target improving our communication with tenants. The focus for this needs to be improving the feedback that we provide to our tenants, so that tenants can see where we have listened and acted upon their views. We often seek tenants' views but sometimes neglect to inform tenants of how we have acted upon them. Similar to complaints, we need to seek feedback from tenants after dealing with any cases. The implementation of our new housing management system will allow the organisation to add a feedback function to all of our cases. We will also contact all our tenants who took the time to provide a comment as a part of the satisfaction survey response, to discuss their views and what action we will take as a result.

Anti-Social Behaviour – the results from the survey identified that 19% of our tenants didn't know how we handle anti-social behaviour or didn't feel it was applicable to them and 15% of tenants didn't know whether or not they were satisfied with how we handle anti-social behaviour. Whilst we are proud to have low levels of anti-social behaviour within the organisation, these percentages do indicate that we are not doing enough to educate our tenants about what anti-social behaviour is and how we will handle any anti-social behaviour that is reported to us. Over the coming year, we will aim to address this by holding anti-social behaviour workshops, focusing on what anti-social behaviour is and how Westlon will handle any reports of anti-social behaviour. We will also increase our communication regarding anti-social behaviour, particularly focusing on any success stories to share with our tenants.

Service Improvement Plan 2026-27



Whilst we have not received any complaints within the last twelve months, we still want to continue to provide the best possible service to our residents and as such we will focus on:

- Running another Tenant Satisfaction Survey to identify areas of service improvement.
- Continue to update our policies and procedures to ensure that they are all easy to understand, clear and concise.
- Increase opportunities for resident engagement and feedback, with a particular focus on understanding the low satisfaction levels in relation to complaint handling.
- Implement a new housing management system to improve case handling and management.