

WESTLON HOUSING  
ASSOCIATION COMMITTEE  
RESPONSE TO ANNUAL  
COMPLAINTS PERFORMANCE  
AND SERVICE IMPROVEMENT  
REPORT 2025 - 2026



# AGENDA

- Overview of Annual Complaints Performance and Service Improvements
- Committee Review and Response to Complaints and Service Improvements
- Monitoring and Future Recommendations



# OVERVIEW OF ANNUAL COMPLAINTS PERFORMANCE

1. Over the course of the last twelve months, we have received 0 complaints from our residents. This is for both stage 1 and stage 2 complaints.
2. No complaints were escalated to the Housing Ombudsman.
3. 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.
4. 54% of tenants were satisfied with the handling of complaints.
5. 80% of residents either agreed or strongly agreed with the statement *'my landlord treats me fairly and with respect.'*

**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 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 IMPROVEMENTS AND LEARNING



**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.



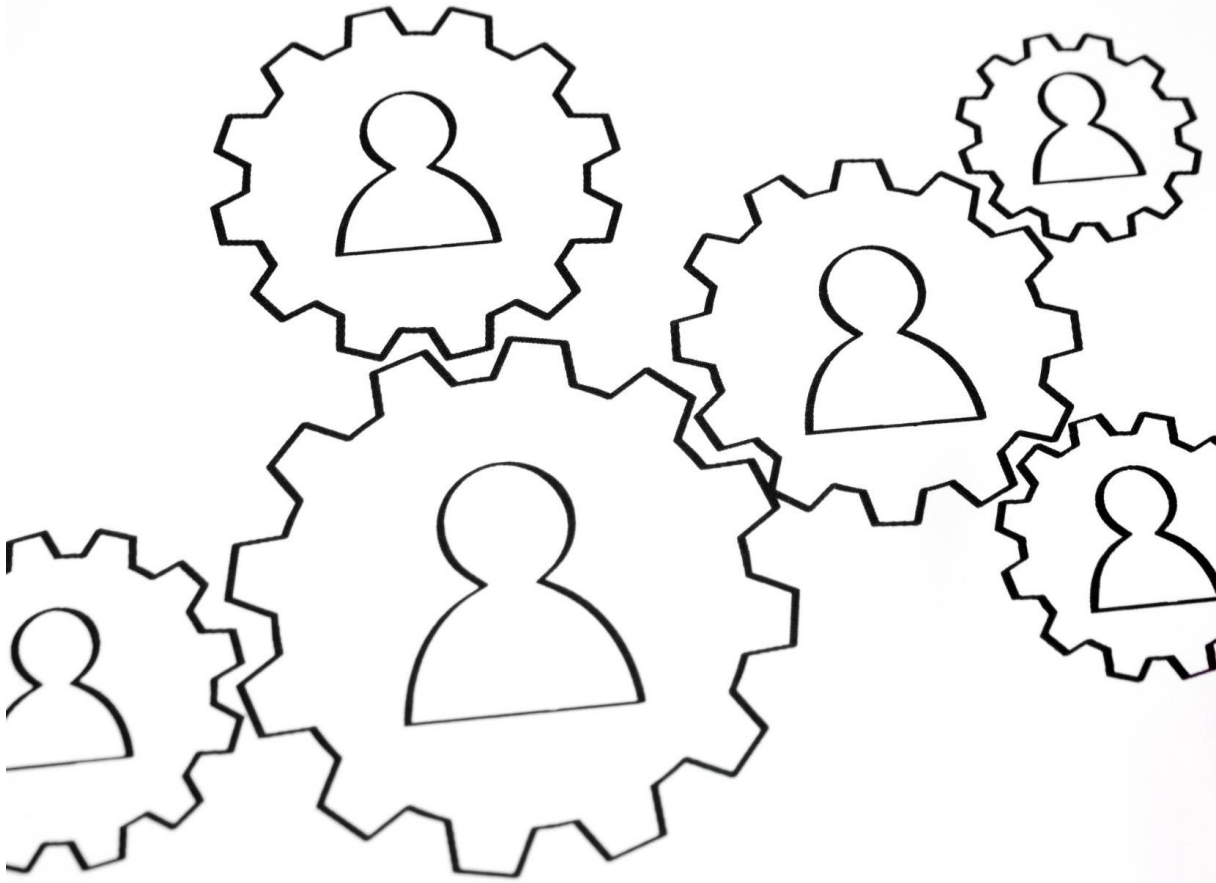
## WESTLON COMMITTEE REVIEW AND RESPONSE TO COMPLAINTS AND SERVICE IMPROVEMENTS

*'Committee are incredibly proud that the organisation has not received any complaints over the last twelve months, however it is the positive tenant satisfaction results that we are most proud of.*

*We know that our staff are dedicated and work hard to provide the best services possible to our tenants, putting our residents at the heart of everything we do, and it is fantastic to see that our residents also feel the same way about the services we provide.*

*Whilst we are overjoyed with the positive feedback, we do recognise that the organisation has more work to do in supporting our residents to understand more about anti social behaviour, what it is and how we address it, and how the organisation makes a positive contribution to the neighbourhoods that our residents live in. These topics will remain as key items at Committee Meetings to ensure that Committee is providing the right guidance and support for the organisation.*

*It is an exciting time for the organisation with a new staffing structure in place to help shape the future of the organisation, with resident engagement and service improvement key focus' over the next 12 months.'*



## KEY FOCUS AREAS FOR SERVICE ENHANCEMENT

- 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.
- Implement a new housing management system to improve case handling and management.