**Annual Complaints Performance and Service Improvement Report April 2024 – March 2025**

# 

Following the presentation of the Operational Performance Review to Board on 27th May 2025, for the period April 1st 2024 to March 31st 2025, this report extracts the complaints information and presents it as a stand alone document with details around the outcome and any learning opportunities. 5 complaints were received in the year, 3 of which were upheld. The details are presented overleaf.

As a small provider of circa 830 customers, it is expected that complaint numbers will be ow and therefore will be limited opportunity for learning from them as a result. Although Westmoreland only received 5 complaints in the year, of which 3 were upheld and have given an opportunity for learning. The 2 learning points that have led to changes are as follows:

Insufficient contractor coverage for a remote area – although Plentific has been brought in to manage the change in approach to compliance, it also provides a network of contractors for day to day repairs. WSHL have now started using Plentific to provide competitive quotes for all work and to provide contractor coverage when Renov8’s subcontractor network is insufficient.

Insufficient control of defects repairs on new properties – in the first year of a new property, the developer covers any repairs for work they have carried out rather than Renov8. Developers though are not generally set up well to deal with responsive repairs and in addition every item of work post completion is a cost to their business. Customers were unhappy in some cases about the difficulty in getting repairs carried out in the defect period. In response WSHL have put a specific person within the assets team in charge of relationships between customers, care providers and developers to ensure that any initial problems around services and repairs are managed and resolved quickly. This has seen a reduction in issues raised.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Address** | **Detail of complaint** | **Upheld Y/N** | **Reason for decision** | **Learning** |
| Corbiere, Devon | Rent debt caused by poor HB administration by WSHL | Y | Agreed WSHL had caused some delay - £200 compensation offered | Was a difficult situation to navigate with family members – WSHL needed to make a decision more quickly |
| 3 Kielder Avenue | Condition of communal flooring | N | Repair already scheduled and due to be completed within timescales | N/A |
| Byram, Cornwall | Flat left with no heating and hot water for longer than acceptable | Y | Delays due to finding expertise on an LPG system who could remediate fault | Network of Renov8 subcontractors was insufficient – has been remedied by move to Plentific |
| Hall Street, Nottingham | That WSHL has not provided a smoking shelter in the garden/car park | N | WSHL will not agree to provide one as cannot be put in a place that would not create a fire hazard | N/A |
| Hall Street, Nottingham | That a back gate remains broken | Y | Is a contractor defect – we accepted responsibility as we have not chased building contractor | Insufficient control of defect repairs that are not through Renov8 – 1 person in asset team is now responsible for tracking |