



Annual Complaints Performance and Service Improvement Report 2023-2024

Introduction

Funding Affordable Homes Housing Association Limited (**FAHHA**) is committed to providing good quality homes and an excellent service. Sometimes things go wrong and, when that happens, we want our tenants to have confidence that we listen, learn and take prompt action to put matters right.

A new [Complaint Handling Code](#) (the **Code**) to help empower tenants who wish to make a complaint came into force on 1 April 2024. The Code was issued following new powers given to the Housing Ombudsman under the Social Housing (Regulation) Act 2023. It sets out the statutory requirements for landlords like FAHHA to respond to complaints effectively and fairly. For tenants the Code explains your rights and what can be expected when a complaint is made to a landlord. It also gives information on making and progressing a complaint. The Housing Ombudsman also now requires landlords to produce an Annual Complaints Performance and Service Improvement Report. We welcome these changes as an important step in our journey towards greater transparency and accountability, and hope it will provide further insight into our performance.

Annual Self-Assessment

Our self-assessment, which relates to those tenants and shared ownership leaseholders where FAHHA is their direct landlord, was reviewed and updated in November 2023 as part of our annual review process, but it (together with our [Complaints Policy and Complaints Procedure](#)) has been revisited and updated to align with the new Code.

We are largely compliant with the Code, but recognise that further action is required to ensure our governing body receives regular quarterly updates on

complaints handling for all properties where FAHHA is the direct landlord. We will continue to review and refine our practices in line with our commitment to continuous improvement and regulatory compliance.

Our Annual Self-Assessment of the Code can be viewed on our [website](#).

Complaints Handling Performance 2023-2024

Our managing registered provider partners, who manage our properties on our behalf received a total of 13 complaints during the period from 1 April 2023 to 31 March 2024, with only 1 of those complaints being escalated to Stage 2. Eleven of the complaints were responded to within the required timescales. The other 2 complaints both related to latent defect repairs at the same development and some misunderstanding over responsibility for the repairs led to both complaints being responded to outside the target response time. No complaints were refused during this period.

Of the 13 complaints, 5 were upheld in full and 3 were partially upheld. The complaints received related to rent increases; outstanding repairs; ASB – rubbish in bins areas, parking and garages and latent defect repairs.

The largest theme was around communal areas and repairs, and we are having follow-up discussions with our managing registered provider partners to share the learning and ensure the standards we expect for our tenants are being maintained.

Housing Ombudsman Service

We are pleased to confirm that during the period from 1 April 2023 to 31 March 2024 no complaints relating to homes where FAHHA is the landlord were referred to the Housing Ombudsman, and the Housing Ombudsman did not issue FAHHA with any non-compliance findings or produce any reports on FAHHA's performance.

Service Improvements and Learning

The majority of our properties are managed on our behalf by third party registered providers, who are able to provide a local, responsive and customer-focused service to tenants, and have their own experienced, professional staff, complaints policies and procedures. We work closely with those managing registered providers to ensure that the service tenants of those properties receive meets the high standards we strive for.

As noted above, we are following up on any specific themes arising from this year's self-assessment. Steps are also being taken to ensure that we receive more regular reporting on complaints from our managing registered provider partners to ensure they are being held to account for any performance issues.

Board Response

FAHHA's Member Responsible for Complaints (**MRC**) is Board and Governance & Compliance Committee member Abdul Ravat, who has been involved in the production of this report together with FAHHA's Senior Lead and Complaints Officer. Abdul has over 30 years' experience in the affordable housing sector and is also Head of Development & Relationships at an organisation providing housing and care services for older people.

The Code requires that a landlord's governing body must review and approve both their Annual Complaints Performance and Service Improvement Report and their Annual Self-Assessment. Both documents were shared with FAHHA's Governance & Compliance Committee on 4 September 2024, and their response is set out below:

"The Governance & Compliance Committee is satisfied with FAHHA's approach to complaints and accepts the report and the self-assessment as a true and accurate reflection of FAHHA's complaints handling. Action is being taken to ensure that regular quarterly updates on complaints handling for all properties where FAHHA is the direct landlord are provided to this Committee and to our MRC."

We acknowledge that there is always room for improvement, and we remain committed to delivering quality housing and support to our tenants, guided by the valuable feedback we receive, so if you have any further feedback or suggestions, please do get in touch with us at info@fundingaffordablehomes.com."