

Annual Complaint Performance and Service Improvement Report

Governing body response

July 2026

We have as usual undertaken a self-assessment in compliance with the Complaint Handling Code that was introduced in 2024. As a Board, the self-assessment report was on the agenda for us to consider formally at our meeting in July this year. The Housing Manager talked us through the assessment as usual. While compliance is important and necessary, we believe that it is by listening to residents and working with them that we can maintain our commitment to providing good quality homes.

Our approach

We continue to take a positive approach to running KBHA with the focus on effective business planning and seeking to put our residents first, by listening to them and understanding their needs. We believe that everyone deserves a good quality home where they can live and contribute as part of their local community. Therefore, we are committed to delivering our mission of “maintaining good quality one and two bedroomed homes to the best standards possible” with our residents at the heart of what we do.

Our objectives

The first three objectives of our 2023 to 2028 Business Plan to which we work are:

- People First
- Quality Homes,
- Excellent Repairs.

KBHA has maintained its approach in the past year of working to deliver a positive, supportive, and effective service to residents and has sought to work in partnership with them. We have reviewed our policies and amended them as appropriate, including updating our Safeguarding (Adults) Policy. These have been shared with residents at the Tenants Panel for any feedback before being approved by the Board.

Engagement with our Tenants

We value our engagement with residents highly and believe that meeting with them through Tenants’ Panel, social activities (e.g. Christmas Get-together for Residents and Board Members) and Housing Officer visits help us to understand what matters to them. This gives us an opportunity to discuss with them the constraints and obligations on us as an Association and what we can do to meet their expectations as far as we can.

Complaints Policy and Procedure

We understand that despite our best intentions and our careful compliance with regulation we won’t get everything right and there will be times when things go wrong. We are not

only required but also committed to handling complaints in line with the Housing Ombudsman Service's Complaint Handling Code. This enables residents to raise issues, get a prompt response and to have the response reviewed in cases where the initial reply doesn't resolve the matter.

KBHA has a Policies and Procedures development and review schedule, which is the responsibility of the Housing Manager. The KBHA Complaints Policy was reviewed and amended in 2024, 2025 and again this year in line with the Code. The Board agreed to review the Complaints Policy in February 2027 to see if it can be made shorter and more readable for tenants. KBHA is required to complete a return to the Regulator to show how it meets the requirements of the Code. This is intended to demonstrate to residents and the Regulator how serious KBHA is in seeking to meet the Code's requirements by helping residents to understand through a more accessible document how they can complain.

Complaints Assessment

In the financial year 2025/2026 we received one complaint (a <1% complaint rate) against three in 2024/2025. While we are pleased at the decline, we recognise that the numbers are small and may not be statistically significant and are not, therefore, complacent. Recognising that the Complaint Handling Code explains that complaints can be indicative of a well-publicised and accessible complaints process, we intend to review the Complaints Policy to ensure that it is accessible for residents while meeting the Code's requirements.

Understanding the data

As a very small Housing Association with 147 homes, we take pride in keeping our processes under review, so that they are "fit for purpose". As a Board we also seek to understand what the data tells us about how far we are achieving our core purpose. The 2022 Tenant Satisfaction survey compared with data from our last Tenant Satisfaction survey in October 2024 showed us that taking everything into account the residents who completed the survey gave us an 80% satisfaction score with the services provided by KBHA.

In the 2022 survey we had an overall satisfaction level of 93% that the home was well maintained (86% in 2024) and 95% that the home was safe (84% in 2024). We were disappointed that the levels for these two questions in 2024 were lower than the 2022 responses but aware that just one or two adverse responses can affect the score. We began monthly repairs quality satisfaction surveys in the 2024/2025 year to help us understand in a little more detail the satisfaction rates we obtain. We were pleased to note in the 2024 Tenant Satisfaction survey that there was a 90% satisfaction score from those who had reported a repair in the last 12 months. This was an increase in the score of 6% from the 2022 survey. For the 2025/2026 year the responses to all questions asked in the monthly repairs quality satisfaction surveys scored above 73% satisfied. This showed that out of the 38 completed surveys, a small minority of residents expressed dissatisfaction with the repairs service. Further analysis revealed this was primarily driven by timescales and misaligned expectations regarding the completed works. We are working to enhance communication between our team, residents, and contractors to ensure a seamless process. Additionally, customer satisfaction levels will remain under continuous review.

The Housing Manager and the Business and Communications Officer are reviewing the record of trends in relation not only to our complaints (e.g. volume, categories, and outcomes) but also to our more general tenant satisfaction responses, so we can monitor how these evolve over time and, as a Board, can take any necessary action. The latest feedback suggests that with continuous staff training and improvements to internal processes, our annual complaint volumes decreased by 66.7%, falling from three cases last year to a single case this year.

We continue to seek and to welcome feedback from our residents as we strive to live up to our values of listening to our residents, understanding their needs and keeping them at the heart of our decision making.