

Governing Body Assurance Statement on Complaint Handling

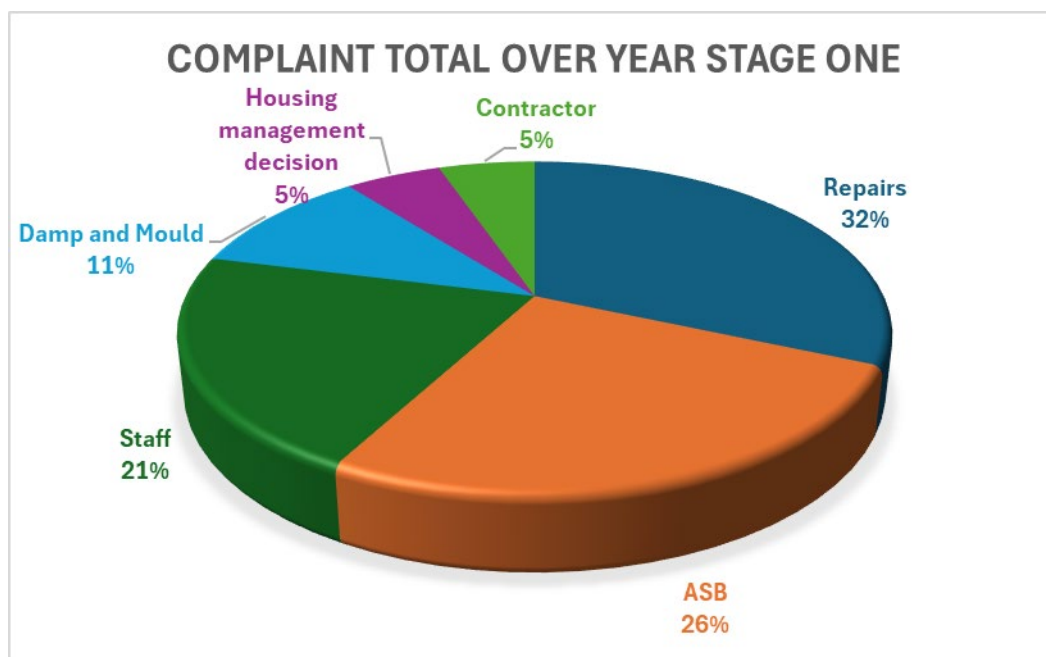
The Board of Hornsey Housing Trust has reviewed in full the Complaint Handling Self-Assessment and the accompanying Annual Report. Following appropriate scrutiny and challenge, the Board is satisfied that these documents provide a **true and accurate reflection** of the Trust's complaint handling performance, learning, and improvement over the reporting year.

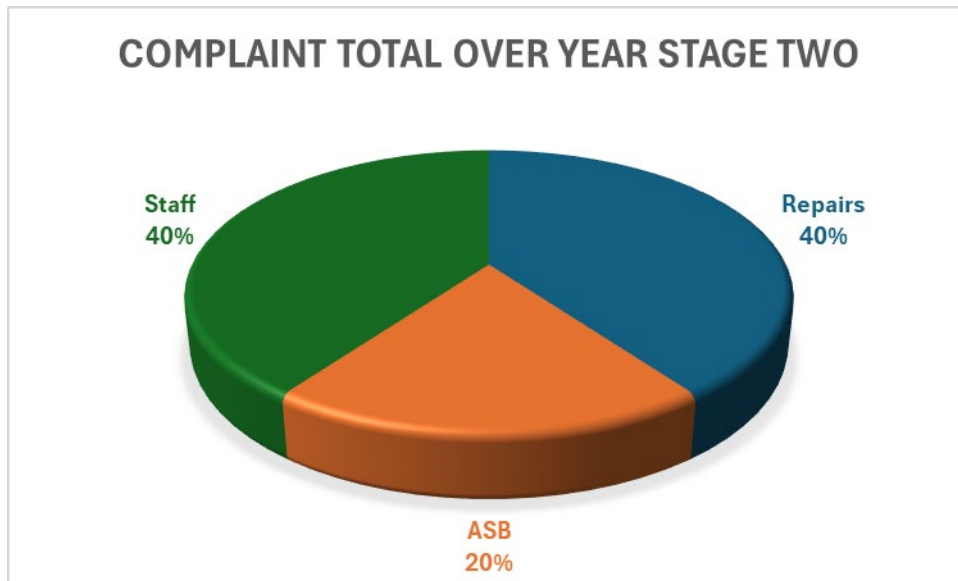
The Board, through both the **Audit & Risk Committee** and **Main Board meetings**, has scrutinised complaint handling data and management responses in detail. This included:

- Reviewing trends in complaint volumes, themes, and outcomes, particularly in relation to repairs and anti-social behaviour (ASB).
- Challenging management on response times, communication with tenants, and evidence of learning from complaints.
- Assessing how lessons learnt are used to drive service improvement and cultural change across the organisation.

The Board noted that the Trust continues to receive a relatively low number of formal complaints. Historic concerns around repairs and heating were the main sources of dissatisfaction. The Board has taken assurance that these issues have been addressed through contractor reviews and the introduction of new service contracts for 2025–26.

The Board also discussed the increase in ASB reports. This has provided an opportunity for the housing team to learn from tenant feedback and improve early engagement and support. The review has resulted in updates to both the ASB and Complaints policies, creating a more proactive and person-centred approach consistent with the Housing Ombudsman's Complaint Handling Code.





Lessons Learnt - Key lessons identified from complaint trends and case reviews include:

- **Improving communication:** Tenants value clear, timely updates on progress and outcomes, particularly for complex repairs.
- **Early resolution:** Many issues can be resolved informally when staff have the confidence and tools to act quickly.
- **Accessibility and awareness:** Clearer information on how to raise a complaint has increased engagement and trust.
- **Joined-up working:** Better coordination between housing, maintenance, and support teams prevents repeated or escalated complaints.

In response, the Board has endorsed the **Leadership Team's action plan**, which includes:

- Enhanced publicity about how to make and escalate complaints.
- Refresher training for all staff focused on empathy, active listening, and early resolution.
- Strengthened oversight mechanisms, with quarterly Board reviews of complaint data, lessons learnt, and resident satisfaction.

Risks identified—such as inconsistent awareness among tenants and variable staff confidence in managing complaints—are being mitigated through these targeted actions. The Board will continue to monitor progress closely to ensure sustained improvement and transparency.

This statement is provided on behalf of the Governing Body of Hornsey Housing Trust to confirm our scrutiny, assurance, and ongoing commitment to a learning-led, resident-focused complaints process.

Signed on behalf of the Board:

Stephen Ross

Chair / Member of the Governing Body

Hornsey Housing Trust

Date 22.10.2025