

HHT SERVICE IMPROVEMENT REPORT

Over the year we have had a total of 19 complaints. The highest volume of complaints received has been related to repairs, with a total of six repair complaints. These consist of pest control management concerns, old repairs not being resolved and lack of heating. There has been an increase with ASB complaints regarding the poor management with handling the ASB cases. There are now clearer processes in place to manage ASB and a more proactive approach to investigating the ASB report. Training to be provided across organisation on ASB management in 2025/26. There were a total of four complaints relating to staff members of Hornsey Housing Trust regarding lack of and poor communication. The one housing complaint was related to a decision on a transfer request, and two damp and mould complaint received. There was one complaint regarding a contractor causing damage to a property which was compensated.

Five Stage One complaints were escalated and resolved at Stage Two of the Trust complaints procedure, two upheld, one partially upheld and two not upheld. HHT received a determination letter from the Housing Ombudsman Service on a particular case which the Trust did not treat as a complaint as part of the unacceptable behaviour policy has been escalated to the Housing Ombudsman.

	2024/25 Tenant Satisfaction Measures response	Action No	Proposed Action	Team	Time Frame
Complaints Policy	Pending	1	Feedback Survey about how the complaint has been handled to be sent to tenants upon conclusion of the complaint	Housing Management / LMT	Q1
		2	Regular analysis and learning of Complaints feedback internally and externally	LMT	Q2
		3	Complaints Handling Training to all staff and policy review	All operational staff	Q1
		4	Monitor Complaint responses to meet timescales	Complaints Handler	Q1
		5	Continued development of internal complaints handling from all staff, meeting regularly to manage complaints effectively	All staff	Q1
		6	Bringing complaints to the Tenant Quality Assurance group	Tenants	Q1
		7	Raise awareness to tenants on how to raise a complaint	Tenants	Q1
		8	Publishing annual self assessment of the Housing Ombudsman Complaints Handling Code and Publish in tenants annual report	LMT	Annual