

Annual complaints performance and service improvement report for 2024-25

Q1:

- **Complaints:** N/A
- **Actions:** N/A

Q2:

- **Complaints:** 1 complaint in regards to disrepair. (Stage 1)
- **Challenges:** Freeholders were responsible for the repairs of the issue as was structural, affecting 1 property. Lack of communication in regards to when works would be completed
- **Actions:** Managing resident's expectations in regards to time frames and persistent request for updates to freeholders.
- **Status:** Disrepair issues was settled within a 30 days period.

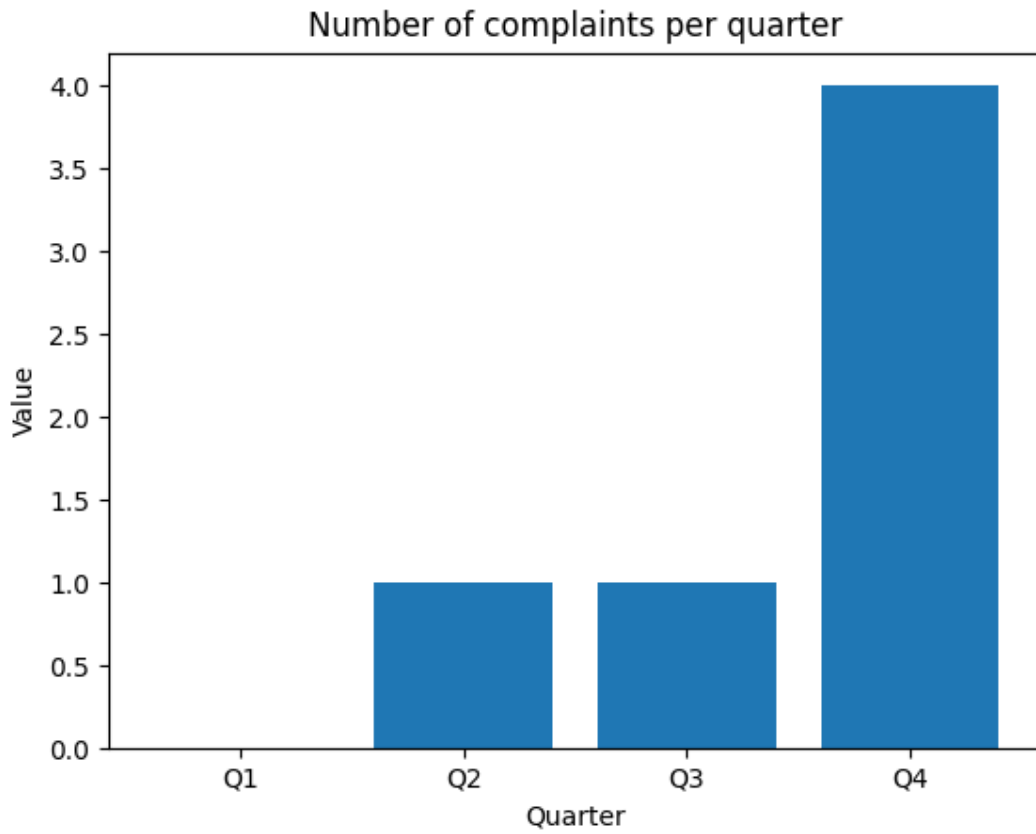
Q3:

- **Complaints:** 1 complains in regards to hot water supply from individual water heater (Stage 1)
- **Challenges:** Replacement water heater was required to be ordered and were at mercy of delayed delivery time.
- **Actions:** Managing resident's expectations in regards to time frames and persistent request for updates from contractor in regards to delivery and installation.
- **Status:** Disrepair issues was settled within a 10 day period.

Q4:

- **Complaints:** 4 complaints in regards to intermittent hot water issue from communal boiler in property (2 stage 1, 2 stage 2)
- **Challenges:** A very large system servicing a number of units within the building. Numerous checks were required and numerous different parts of the system needed replacing
- **Actions:** Daily monitoring, efficient response times to monitor temporary repairs whilst long term repairs were planned and updating of all residents affected.
- **Status:** Permanent fixture was completed and issue resolved within 30 days

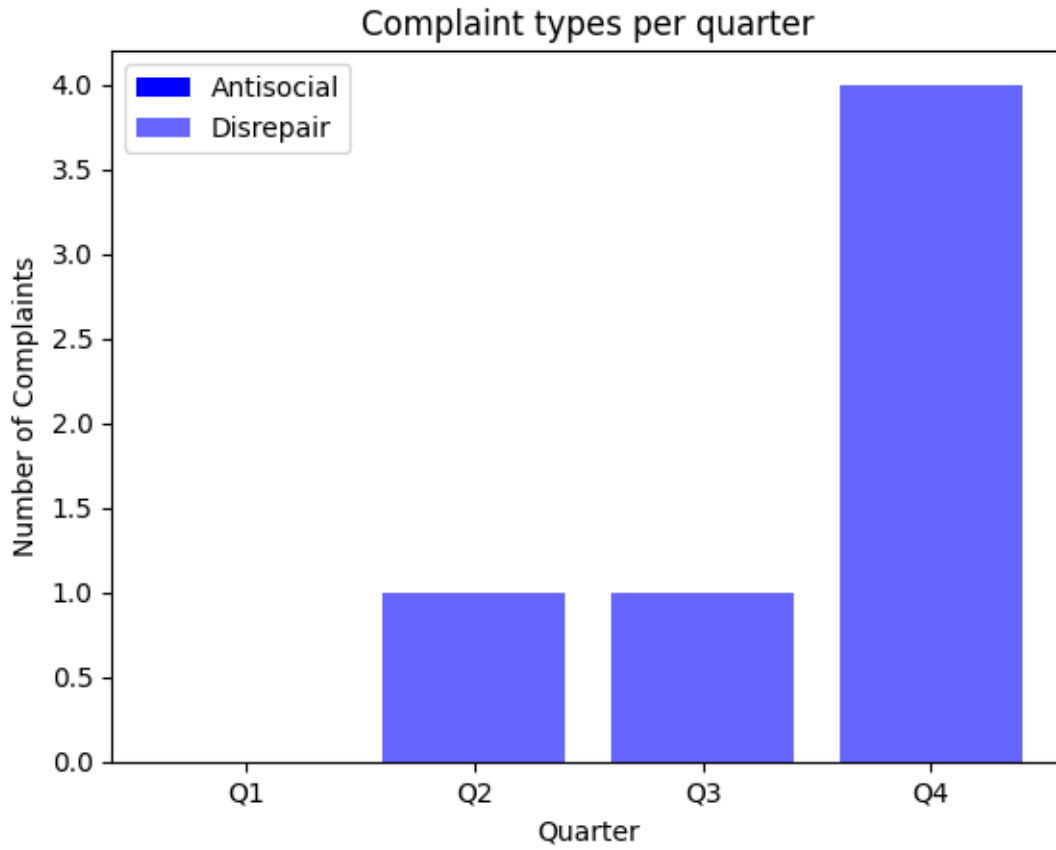
Graphical representation

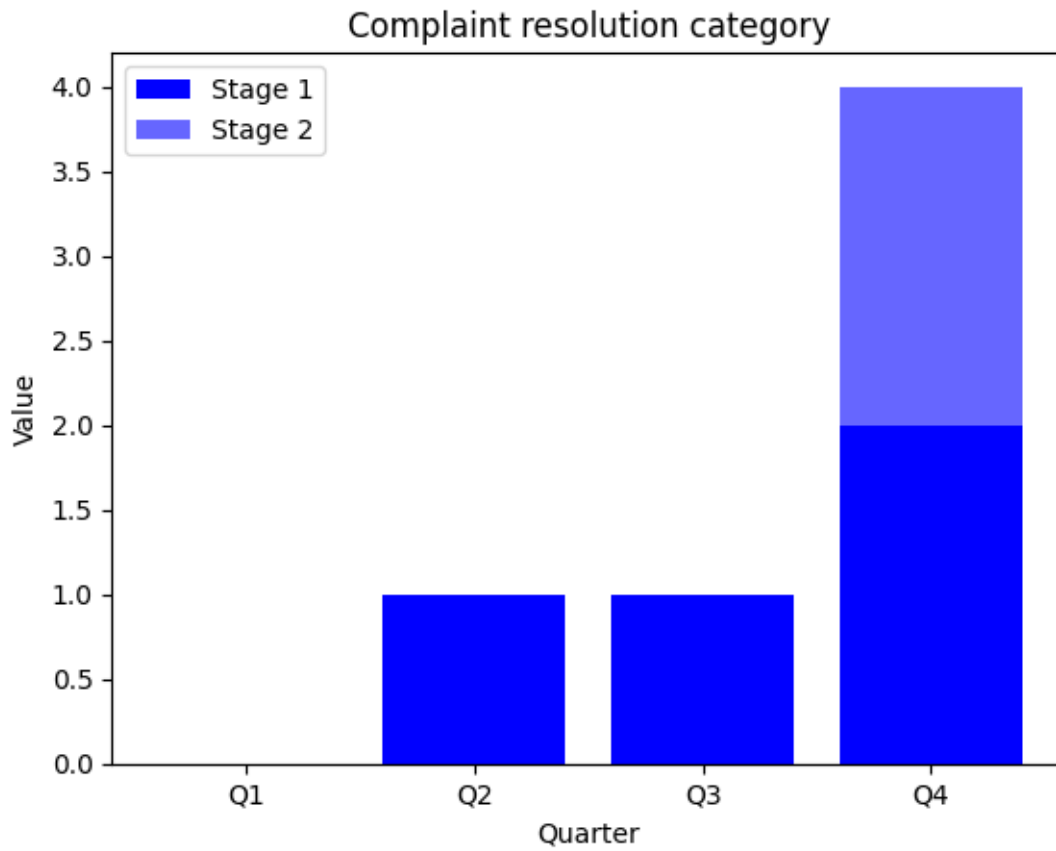


Upheld complaints: 6

Not upheld: 0

Resolution: All were resolved within timeframe





Mandatory response required from Governing Board

Kentish Homes Ltd Board's Response to the Annual Complaint Handling Performance Review – 2024/25

It is evident that our collective efforts have significantly impacted on our organisation's ability to manage and resolve complaints effectively.

In regards to timeframe, the issues were settled within a 30-day period. The issues reported in Q4 were in regards to a communal boiler breakdown, full investigation and subsequent works were carried out over the course of a week, to ensure all items were resolved and all affected tenants were satisfied.

Overall, the Kentish Homes Ltd team has demonstrated a proactive and responsive approach to complaint management. The implementation of the new Complaint policy, ongoing training, and effective communication have been pivotal in our success. We will continue to build on these achievements, ensuring that Kentish Homes Ltd remains a supportive and well-managed Housing Association for all stakeholders.

The Housing Ombudsman made no findings of non-compliance with the Complaint Handling Code in relation to Kentish Homes Ltd during 2024/25

Thank you for your dedication and hard work throughout the year.

Sincerely,

Dwayne Stone

Director on behalf of Kentish Homes

