



Annual complaints performance and service improvement report

No formal complaints were received in the year 2024-25. This likely reflects the relatively small number of households renting with FWAH and the convivial culture on our mini estate where one of the Partners is always on hand to deal with any issues which arise then and there.

By way of an example, through miscommunication we had not advised one of our tenants that the grounds team who look after the communal areas would also be fixing their fence – this caused our tenant some concern but as we were on site we were able to quickly pop round, apologise profusely and explain and agree what work would be done that day and it was all resolved quickly and the fence fixed to the tenant's satisfaction.

The Complaints Policy we revised last year to ensure compliance with the Housing Ombudsman's new Complaints Handling Code and the new Unreasonable Behaviour Policy we also adopted last year have been reviewed and no changes have been made.

Caroline Ellis (Complaints Officer) 25 September 2025