



French Weir Affordable Homes

MRC Response to Annual complaints performance and service improvement report

1. The Complaints Officer's 'Annual Complaints performance and service improvement report' along with the self-assessment report is received and noted. I agree that the self-assessment is an honest and accurate one.
2. It is unfortunate that we have been slightly delayed in making our annual submission owing to work we have been carrying out in one of our properties. Please ensure this does NOT happen again.
3. The Complaints Officer is requested to respond to any further communications from the Housing Ombudsman Service in relation to FWAH's submission including dealing with any queries, supplying any information required or taking any other action. Please also report back to me on any feedback.

Gideon Amos 27th September 2025.