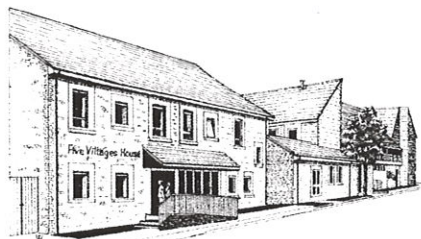


FIVE VILLAGES HOME ASSOCIATION LIMITED

Five Villages Home Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014: Registration no: 21187R
Registered with the Regulator of Social Housing Registration no: L2195
Exempt from charitable registration.

Chairman
Mr K Godfrey



Five Villages House
Oast House Field
Icklesham
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East Sussex
TN36 4BQ

Company Secretary
Barbara Ford

Tel: 01424 814608

barbara.ford@fivevillages.org.uk

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023 - 2024

1. Introduction

This is our first annual complaints report for the period December 2023 to the December 2024.

It provides our tenants with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it. Our tenant views and perceptions are important to us, and we will continually take feedback to Board to improve our services to tenants.

2. Management Committee's Response

In April 2025 the Board of Trustees have reviewed and approved this years' Annual Complaints Report.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our tenant's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
December 2023-December 2024	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all tenants know how to access our Complaints Policy and Procedure, and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office by phone, email, letter or in person. If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period December 2023 – December 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Tenants should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via the Assistant Manager. If you remain dissatisfied, a formal complaint can be made.

Tenants can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **General Manager**:

Name: Mrs Barbara Ford

Telephone number: 01424 814608

Address:

Five Villages Home Association Limited

Five Villages House

Oast House Field

Icklesham

Winchelsea

East Sussex

TN36 4BQ

Email address: barbara.ford@fivevillages.org.uk

(b) The **Appeals Officer** is:

Name: Mrs M Betson

Telephone number: 01424 814608

Address:

Five Villages Home Association Limited

Five Villages House

Oast House Field

Icklesham

Winchelsea

East Sussex

TN36 4BQ

Email address: appealsofficer@fivevillages.org.uk

Assistance can be obtained by visiting our office or calling us on 01424 814608.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that tenants know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.