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.

Five Villages House
Oast House Field
Icklesham
WINCHELSEA
East Sussex
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Tel: 01424 814608

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Chair: Ms Rose-Marie Ryan

Board of Trustees Response To The Annual Complaints Performance And Service Improvement Report 2025

The Board of Trustees welcomes the publication of the 2025 Annual Complaints Performance and Service Improvement Report. We are reassured by the Management Team's continued commitment to transparency, accountability and learning, particularly in the absence of any formal complaints being received during the year.

While it is positive that no Stage 1 or Stage 2 complaints were recorded in 2025, the Board fully supports the view that this should not lead to complacency. Maintaining an open and responsive culture remains essential to ensuring that residents feel confident in raising concerns and that opportunities for learning and service improvement are identified.

The Board welcomes the proactive steps taken to ensure residents are clearly informed about how they can raise concerns, including improved access to the Complaints Policy and Procedure. We believe that clear, accessible and transparent complaints processes are fundamental to maintaining residents' trust and confidence in the organisation.

The Board will continue to support the Management Team in ensuring that complaints, concerns and feedback are used constructively to strengthen services, promote continuous improvement and maintain high standards of accountability.

The report reflects a culture of continuous improvement with a strong emphasis on learning from resident feedback. Furthermore, we are encouraged by the Organisation's clear compliance with the Housing Ombudsman's Complaint Handling Code, and the measures in place to support residents in accessing the Housing Ombudsman should the need arise,

The Board would like to thank all staff involved in maintain a responsive resident focused service. We remain committed to listening and learning so that our residents feel confident and valued.

Rose-Marie Ryan

Chair of Trustees
22nd September 2026

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