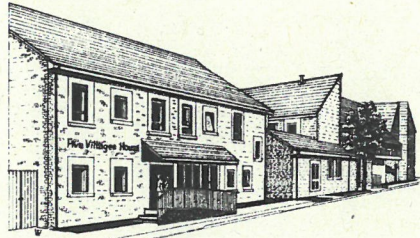


FIVE VILLAGES HOME ASSOCIATION LIMITED

Five Villages Home Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014: Registration no: IP21187R
Registered with the Regulator of Social Housing Registration no: L2195
Exempt from charitable registration.

Chairman
Mr K Godfrey



Company Secretary
Barbara Ford

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

Tel: 01424 814608

Board of Trustee's Response to the Annual Complaints Performance and Service Improvement Report 2023–2024

The Board of Trustees welcome the publication of this year's Annual Complaints Performance and Service Improvement Report. It is reassuring to see the continued commitment of our management team to transparency, accountability, and learning, even in the absence of formal complaints.

While it is positive that no formal Stage 1 or Stage 2 complaints were recorded over the past year, we fully support the view that this should not lead to complacency. The proactive steps taken to ensure tenants are informed about how to raise concerns—particularly through clearer access to our Complaints Policy and Procedure—are essential in maintaining trust and openness.

The report reflects a culture of continuous improvement, with a strong emphasis on learning from tenant feedback, even outside formal complaints channels. The integration of insights from the recent tenant perception survey into service planning is a welcome development and aligns well with our ongoing commitment to resident-led service improvement.

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 tenants in accessing the Ombudsman Service, should the need arise.

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

Kevin Godfrey (Chairman)

A handwritten signature in black ink, appearing to read 'K. Godfrey', written over a faint, larger version of the same signature.

Board of Trustees
Five Villages Home Association Limited
29th April 2025