



Annual Complaints Performance and Service Improvement Report 2024/25

The purpose of this report is to provide the Board information in relation to our complaints performance and service improvements for the year 2024/25. This report includes:

- The annual self-assessment against the Housing Ombudsman's Complaint Handling Code to ensure our complaint handling policy remains in line with its requirements.
- An analysis of AHCL's complaint handling performance.
- The service improvements made as a result of the learning from complaints.
- Relevant reports or publications produced by the Ombudsman in relation to the work of AHCL.

Background

This annual report is a requirement following the publication of the Housing Ombudsman's Complaint Handling Code 2024. The AHCL Board receives regular performance information in relation to service requests and complaints performance throughout the year. The previously implemented review and distinction between complaints and service requests saw a significant reduction in the number of complaints being reported to the Board. We continue to thoroughly investigate service requests and complaints performance using a cross functional team and any recommendations from this group will be considered as part of the wider Corporate Strategy.

AHCL outsourced its property and estate management functions, along with the collection of rent and service charges to FirstPort Retirement Services Ltd in January 2024. However, it retains the responsibility of the Registered Provider and this report contains the information relating to complaints and service requests received and managed by both parties.

Self-Assessment against the Complaint Handling code

The annual self-assessment against the Complaints Handling code is appended. We have assessed our policy as compliant in all areas.

A total of 4 escalated service requests considered as complaints were accepted for investigation in 2024/25. These began as individual service requests and were then escalated and managed as collective complaints when received from a number of homeowners and internal reviews identified the themes. The reasons for the complaints are detailed below:

Category of complaint	Number received 2024/25
Building Quality – construction	1
Building Quality – construction	1
Facilities – maintenance	1
Building Quality - construction	1
TOTAL	4

Complaint Handling Performance

A total of 4 escalated service requests which we recorded as complaints were received by the landlord from groups of homeowners/residents associations in 2024/25, all of which were concerned with building quality and ongoing maintenance. Of these, 100% were acknowledged within our policy timescale and the following service improvements were identified directly as a result of complaints:

- We, with independent specialists, thoroughly investigated the maintenance history and ongoing maintenance requirements of the heating networks across all six communities and took appropriate remedial and compensatory actions to ensure that no homeowners were detrimentally affected.
- Detailed communications relating to the responsibility for the maintenance of individual heating units was prepared and shared with homeowners.
- An opt-in servicing arrangement for heating units was procured with a specialist provider.
- We, with independent specialists, thoroughly investigated the safety of previously installed decking on balconies and took appropriate remedial action to ensure the safety of our homeowners.
- We set up a weekly cross function task force to identify systemic issues such as water ingress to buildings, to agree action plans and monitor progress.

The following complaints were received by FirstPort and will be added to AHCL's for the purposes of the tenant satisfaction measures reporting of number of complaints per 1,000 households.

Chapters	7
Budget and account queries	1
Communication with colleagues	1
Lack of, or slow, response	1
Late accounts	1
Poor site maintenance	1
Quality of communication	1
Reported Maintenance unanswered	1
Esprit	3
Budget and account queries	1
Direct Debit Charge	1
Poor site maintenance	1
Quantock	1
Lack of, or slow, response	1
Sherborne	3
Budget and account queries	1
Lack of ownership	1
Payment queries (method and terms)	1
Grand Total	14

We have seen a significant increase in the number of enquiries received from our constituent Members of Parliament, acting on behalf of individual and groups of our homeowners. We engaged with our MPs on six occasions in relation to the following matters:

- Rent collection fee
- Service charges and management fees
- Property suitability for an individual
- Deferred event fees

- Fire doors
- Heating interface units
- Affordability
- Managing agents
- Planning conditions
- Buyback of shared ownership properties

To provide some context to the number of complaints, the table below details the service requests received by the landlord from April 2024 to the end of March 2025, with matters resolved and those outstanding.

FUNCTION	No. cases reported	No. cases resolved	No. cases open
Construction	36	24	12
Conveyancing	4	4	0
Facilities	153	120	33
Finance	36	36	0
Managing Agent	59	54	5
Landlord	53	47	6
Marketing	2	2	0
Operations	8	7	1
Sales	41	37	4
Other	4	4	0
TOTALS	396	335	61

The table below details the number of service requests received by FirstPort.

	Chapters	Esprit	Monterey	Quantock	Sherborne	Vista	Grand Total
Customer Portal/My Account	14	4		4	7	1	30
Documents Request	8	1	1		1	1	12
Email to Case	23	7	6	7	26	5	74
Feedback	1						1
Finance - Invoice & payments	78	32	25	33	69	29	266
Keys, Fobs & Permits			1		1		2
Neighbourhood issues	1						1
Non-Customer query	2	1					3
Query a Repair/Maintenance issue	2			1	1	1	5
Report a Repair/Maintenance issue	2	2		3	2		9
Selling/Re-mortgage	3	2	4	3	7	2	21
Grand Total	134	49	37	51	114	39	424

The Housing Ombudsman

We received four information requests from The Housing Ombudsman, all of which were related to complaints which had been previously investigated by AHCL. Two determinations were made by The Housing Ombudsman in 2024/25 and all actions were completed and evidenced.

Lessons were learned from these cases and service improvements have been implemented. All cases were reported to the Board during the year and the one order made by the Housing Ombudsman service was monitored by the Board until complete.

Nature	Info Request	Evidence submission	THO decision	Determination
Inaccurate information provided during sales process/ mis selling	26.09.23	04.10.23	20.08.24	Out of jurisdiction
Downward staircasing request refused	12.07.24	30.07.24	20.08.24	£350 compensation for distress. Review of literature to ensure clarity of discretion for downward staircasing
Refund of Ground Rent voucher	12.07.24	02.08.24		
Non-repair of under floor heating	25.07.24	15.08.24		
Multiple complaints	07.11.24			

There is no individual landlord performance report published by the Housing Ombudsman for AHCL as they only publish reports for landlords with five or more cases determined during the year. This is because no meaningful performance interpretation is possible where there are fewer than five determinations.

The Board's Response

"The Board is pleased to receive the report and recognises the critical role of effective complaints handling in service improvement and homeowner satisfaction and are committed to fostering continuous improvement through learning. The Annual Complaints and Improvement Report is encouraging, and we eagerly anticipate making further improvements in the future. We approve its publication on our website."