



Sturts Community Trust Housing Association

Annual Complaints Performance and Service Improvement Report

Reporting Period: 1 September 2024 – 31 August 2025

Overview

During the reporting period the organisation received no formal housing complaints.

The organisation continues to prioritise early engagement, relational working and proactive communication in order to address concerns before they escalate into formal complaints processes.

Alongside the absence of formal complaints, the organisation undertook:

- annual tenant satisfaction monitoring,
- face-to-face tenancy reviews with tenants,
- neighbourhood engagement meetings,
- and ongoing informal feedback processes across the co-housing neighbourhoods.

The organisation maintains a comprehensive complaints policy covering both housing and social care services.

Complaints Policy and Approach

The complaints policy is designed to support openness, learning and continuous improvement. Tenants, families and stakeholders are encouraged to raise concerns so that issues can be addressed constructively and transparently.

The policy follows a clear two-stage complaints process.

Stage 1 – Initial Response

Acknowledgement and resolution attempt within a specified timeframe.

Stage 2 – Review Stage

If unresolved, the complaint is escalated for review by a different decision-maker.

Where appropriate, tenants may escalate complaints to the Housing Ombudsman Service, and contact details are provided throughout the process.

The complaints procedure is circulated periodically across neighbourhoods to ensure tenants and their representatives remain aware of how to raise concerns and access the formal complaints process.

Proactive Engagement

Because the organisation supports vulnerable adults and operates within a co-housing environment, Sturts Community Trust prioritises early engagement and informal resolution wherever possible.

Mechanisms supporting this approach include:

- regular face-to-face contact between housing staff and tenants,
- annual tenancy reviews involving tenants and support circles,
- neighbourhood walk-through audits reviewing maintenance and environmental standards,
- monthly neighbourhood meetings where housing matters can be raised,
- annual social care reviews providing an additional forum for housing feedback,
- Family and Friends events strengthening communication with wider support networks,
- anonymous surveys where appropriate.

These mechanisms ensure tenants have multiple opportunities to raise concerns before issues escalate into formal complaints.

Two-Tier Engagement Model

Tenant engagement operates through two complementary levels.

Tier 1 – Ongoing Informal Engagement

Regular interaction with tenants and stakeholders enables immediate discussion and early resolution of concerns.

Tier 2 – Structured Review Mechanisms

Formal reviews, meetings and surveys provide opportunities to identify broader or systemic issues and support organisational learning.

This approach supports both early resolution and continuous improvement.

Tenant Satisfaction Survey – 2025

The organisation completed its annual Tenant Satisfaction Survey across general needs tenants during the reporting period.

The survey demonstrated consistently high levels of satisfaction across the majority of measured areas, including:

- overall satisfaction,
- safety,
- neighbourhood,
- communication,
- listening,
- anti-social behaviour handling,
- and repair response times.

Particularly strong results were recorded in relation to:

- tenants feeling listened to,
- safety within the neighbourhood,
- respectful treatment by staff and the organisation,
- and overall neighbourhood satisfaction.

The survey also demonstrated very low levels of dissatisfaction across all categories and no areas of significant systemic concern.

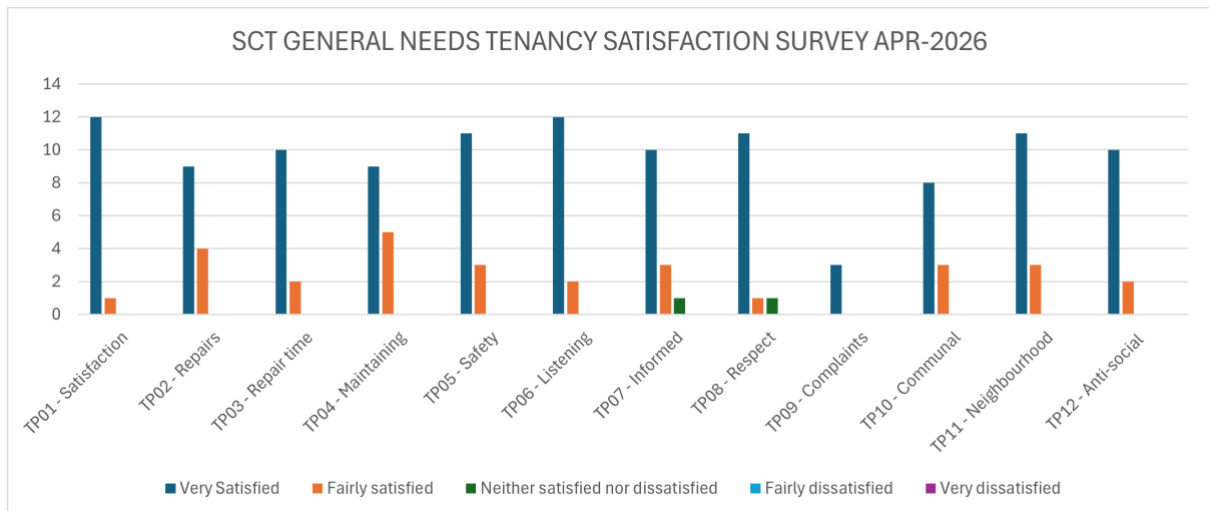
Alongside the survey process, face-to-face tenancy reviews were undertaken with tenants during the year. These reviews provided an additional opportunity to discuss:

- housing satisfaction,
- maintenance,
- wellbeing,
- community participation,
- and any emerging concerns at an early stage.

The organisation considers the combination of:

- regular relational contact,
- formal tenancy reviews,
- neighbourhood meetings,
- and annual tenant satisfaction monitoring

to form an important part of its proactive complaints prevention and service improvement approach.



Continuous Improvement

Several monitoring and engagement measures continued during the year to strengthen service quality and tenant engagement.

Maintenance Verification

Spot-check reviews of completed maintenance work continue to be undertaken directly with tenants in order to confirm quality and gather immediate feedback.

Community Conference

The organisation continued its annual co-housing community conference, providing residents with opportunities to reflect upon community life and share feedback regarding housing and neighbourhood development.

Integrated Review Processes

Housing officers participated in relevant sections of annual social care reviews during the reporting period in order to gather direct feedback relating to:

- housing satisfaction,
- wellbeing,
- ongoing suitability of placement,
- and residents' continued wishes regarding living within the Sturts Farm community.

This integrated approach supported joined-up communication between housing and care functions and provided an additional opportunity for tenants and support networks to raise any concerns or areas requiring attention.

Tenancy Reviews

Structured face-to-face tenancy reviews were completed across the general needs tenancies during the reporting year.

Policy Review

The complaints policy was reviewed to ensure continued alignment with the Housing Ombudsman Complaint Handling Code.

Summary

The organisation's complaints approach continues to emphasise:

- early engagement,
- transparency,
- relational working,
- accessibility,
- and continuous learning.

No formal housing complaints were received during the reporting period.

The organisation considers the strong tenant satisfaction outcomes, regular tenancy reviews and ongoing informal engagement structures to be evidence of a proactive and responsive housing management approach.

This report has been prepared as part of the organisation's annual submission requirements under the Housing Ombudsman Complaint Handling Code.