



Sturts Community Trust Housing Association

Trustee Annual Complaints Oversight Statement

Reporting Period: 1 September 2024 – 31 August 2025

The Co-Housing Committee of Sturts Community Trust Housing Association has reviewed the organisation's complaints handling arrangements, tenant engagement activity, and annual complaints performance for the reporting period.

The Committee confirms that:

- No formal housing complaints were received during the reporting year.
- The organisation continues to operate a two-stage complaints procedure aligned with the Housing Ombudsman Complaint Handling Code.
- Tenant engagement and satisfaction monitoring remain active throughout the organisation's co-housing neighbourhoods.
- Face-to-face tenancy reviews were completed during the reporting year.
- Housing feedback was additionally incorporated into annual social care review processes, enabling tenants and support networks to discuss ongoing satisfaction with housing arrangements and community life.
- The organisation completed an annual Tenant Satisfaction Survey which demonstrated consistently high satisfaction levels across key service areas including safety, communication, neighbourhood satisfaction, and responsiveness.

The Committee is satisfied that the organisation maintains multiple accessible routes for tenants and stakeholders to raise concerns informally before matters escalate into formal complaints.

The Committee also notes the continuation of:

- neighbourhood meetings,
- maintenance feedback processes,
- community engagement events,
- and integrated housing and care review arrangements.

Trustees consider these arrangements to support a proactive culture of early resolution, transparency, and continuous improvement.

The Committee has reviewed the complaints policy during the reporting period and is satisfied that it continues to align with the Housing Ombudsman Complaint Handling Code.

The Committee further confirms that no systemic complaints concerns were identified during the reporting period.

Signed on behalf of the Co-Housing Committee of Sturts Community Trust Housing Association.

Signature: J. Malzer

Name: Chair of Co-Housing Committee

Date: 22nd May 2026