



Annual Complaints Performance and Service Improvement Report 2025/26

Reporting Year: 1 April 2025 – 31 March 2026

Executive Summary:

This report sets out AHC's complaint handling performance during the period 1 April 2025 to 31 March 2026. The purpose of this report is to provide information in relation to our complaints performance and service improvements for the year 2025/26. 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.

1. 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.

2. Complaint Volumes:

- Total Number of Stage 1 complaints : 113
- Total Number of Stage 2 complaints : 3
- Ombudsman complaints: 2

3. Complaint Themes & Outcomes

Themes	Outcomes
Car parking - invoicing	Invoices corrected and credits processed by managing agent

Boilers - in apartment units	Servicing, maintenance checks and resident information packs produced. Major works undertaken at landlord's cost in Salisbury community
Snagging - leaks and repairs	Support provided to make warranty claims where applicable. Works undertaken where applicable.
Bistro - service	New provider to be introduced following tender process
Property managing agents - performance	Quarterly review meetings are in place along with monitoring of performance through KPI's. Marked improvement in key areas. Future surveys planned to review services.

4. Performance Against Timescales

Of these reported cases 100% were acknowledged within our policy timescale.

We engaged with our MPs on three occasions in relation to the following matters:

- Reselling at Taunton – anonymous homeowner contacted MP. Senior Directors offered to respond / meet with individual as required. No further correspondence received.
- Rent payments at Poole – MP contacted by resident who was confused over rent payments. On site team supported the resident with their understanding of their accounts.
- Repair costs at Poole – MP requested a case review of a previous complaint with new evidence. Case reviewed and resident refunded repair costs as gesture of goodwill.

5. The Housing Ombudsman Referrals and Decisions

We received two information requests from The Housing Ombudsman.

Case 1 detail: Resident at Salisbury wanted their correspondence seen as a complaint and it was not handled as such. Once Ombudsman contact was received full stage 1 and stage 2 process carried out and our resident received all findings. Resident requested a repair bill was paid by the landlord, however their lease is a full repair lease.

Case 1 determinations: No further correspondence received from Ombudsman, all requested actions met including retraining of team to recognise formal complaints even if they are not identified by residents as such in their correspondence.

Case 2 detail: Repairs to thermostats were paid by the resident within the snagging period. He made a request to the Ombudsman for reimbursement. The resident was refunded with 7 days

of the information being passed to the landlord. Resident confirmed receipt and that they were happy with the outcome.

Case 2 determinations: Resolution with intervention confirmed by Ombudsman.

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.

6. Key Learning Themes from Complaints

- Clear resident communications regarding key elements of leasehold living
- Clear performance measures for service providers
- Regular onsite reviews

7. Service Improvements Delivered

Communications about leasehold living	HIU (in apartment boiler systems) information pack issued to all residents and included in future welcome packs.
	Information and documentation provided for build warranties in place to ensure build defects are identified and remediated in a timely way. This includes training for the onsite support team.
Performance measures	New bistro contracts to drive performance and service reviews.
	Sharing property managing agent KPI's with resident association committees.
	Annual landlord newsletter identifying key actions.
Onsite reviews	Quarterly resident association committee meetings held with landlord and property agent meeting with residents.
	Attendance at ad hoc onsite meetings as requested.

8. Governing Body Oversight

"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."

9. Service Improvements / Priorities for 2025/26

AHCL are employing a dedicated operations support role to aid in helping customers complete warranty claims, deal with complaints handling and further supporting residents with any enquires they may have. This will naturally improve response times and increase resident communications.

A new policy has also been drafted to help residents understand OPSO leases and responsibilities. This policy clarifies repair and maintenance responsibilities within shared ownership homes, including Higher-Risk Buildings (HRBs). Shared ownership is a long leasehold arrangement and does not create full repairing landlord obligations equivalent to a tenancy.

With these two new priorities and improvements we hope to reduce response timeliness, embed a learning culture and improve resident communication.