

COMPLAINTS PERFORMANCE REPORT

April 2024 – March 2025



Overview

This report provides an overview of complaints handling performance at Imani Housing Co-op Ltd from April 2024 to March 2025. We are committed to providing excellent service and addressing concerns promptly and effectively.

Key Highlight: 1 Formal Complaint Received – 100% Resolved

Types of Complaint

Repairs:

Includes issues related to property maintenance, such as plumbing, electrical, and structural repairs.

Communication:

Covers complaints about the quality of communication from Imani Housing Co-op Ltd, including response times and clarity of information.

Anti-Social Behaviour (ASB)

We take all reports of Anti-Social Behaviour very seriously. Our approach includes:

- Prompt investigation of all reports.
- Working with residents to find resolutions.
- Liaison with local authorities where necessary.

ASB complaints can range from noise nuisance to harassment and intimidation.

Safe Communities

Imani Housing Co-op Ltd is committed to creating safe and thriving communities for all residents. If you are experiencing or witnessing ASB, please report it immediately.

Estate Services

Complaints regarding estate services often relate to grounds maintenance, cleanliness, and waste management. We are actively working to improve these areas through increased resident engagement and service enhancements.

Lessons Learned

From the complaints received, we have identified the following key areas for improvement:

- Improve response times to repair requests.
- Enhance communication regarding the progress of ongoing issues.
- Increase the visibility of estate services schedules.

Communication

We are committed to improving communication with our residents through various channels:

- Email updates
- Website announcements
- Community meetings

Repairs

We are investing in a new online portal and IT system to streamline the repairs process, making it easier for residents to report issues and track progress.

Complaints Handling Code

Imani Housing Co-op Ltd adheres to a strict Complaints Handling Code, ensuring fairness, transparency, and accountability in all complaint resolutions. We are committed to full compliance.

This report highlights Imani Housing Co-op Ltd's dedication to continuous improvement and resident satisfaction. By addressing complaints effectively and learning from feedback, we strive to create a better living environment for all our residents.