



Management Committee Response to Annual Complaints Performance and Service Improvement Report 2024–25

The Management Committee has reviewed *Imani Housing Co-operative's Annual Complaints Performance and Service Improvement Report for 2024–25*, alongside the Housing Ombudsman's Complaint Handling Code self-assessment. We are pleased to confirm our continued compliance with the Code and welcome the progress achieved in enhancing our complaint handling procedures and resident engagement.

Key Observations

1. Complaint Volumes and Resolution

- One formal complaint was received during 2024–25.
- 100% of complaints were resolved within the reporting period.
- The case was managed in line with the Housing Ombudsman's standards, demonstrating our improved responsiveness and communication.

2. Policy Compliance

- Full compliance maintained with the *Housing Ombudsman's Complaint Handling Code*.
- Continued operation of a transparent two-stage complaints process.
- Monitoring systems and response time tracking have been strengthened.
- Accessibility remains central to our approach, ensuring residents can easily report concerns and receive timely feedback.

3. Service Improvements

The Committee recognises and supports the following key improvements highlighted in the 2024–25 report:

- Launch of a new online repairs portal and IT system to streamline maintenance reporting and tracking.
- Enhanced communication channels, including regular email updates, website notices, and community meetings.
- Improved response times to repair requests and increased visibility of estate service schedules.
- Ongoing focus on creating safe, inclusive communities, particularly in the handling of anti-social behaviour (ASB) cases.

Areas for Further Development (2025–26 Priorities)

1. Digital Engagement and Communication

- Continue monitoring the performance of the online repairs system and resident portal.
- Ensure clear and consistent updates on repair progress and ASB investigations.
- Expand online and face-to-face engagement opportunities for residents.

2. Service Delivery Standards

- Maintain oversight of contractor performance and adherence to service level agreements.
- Review satisfaction levels related to repairs and estate services.

- Evaluate outcomes from the “lessons learned” process to inform future improvement plans.

3. Resident Involvement

- Support the establishment of resident focus groups to guide ongoing service development.
- Promote active participation in community meetings and feedback sessions.
- Strengthen awareness of the complaints procedure and ensure accessibility for all residents.

Committee Oversight

The Management Committee remains committed to:

- Regular review of complaint trends and outcomes.
- Monitoring progress against identified improvement actions.
- Allocating sufficient resources for effective complaint resolution.
- Supporting staff through ongoing training and capacity building.
- Ensuring continued compliance with the Housing Ombudsman’s Code.

Conclusion

The Committee commends Imani Housing Co-operative for maintaining strong complaint handling standards and embracing continuous improvement. The introduction of enhanced digital systems and communication channels represents a significant step forward in improving transparency, efficiency, and resident satisfaction.

We endorse the *Complaints Performance Report 2024–25* and the accompanying action plan. The Committee will continue to monitor implementation closely through regular meetings, ensuring that complaint handling remains a cornerstone of our service excellence and accountability.

Approved by the Management Committee

Date: November 2025