

HOMES FOR WELLS

ANNUAL COMPLAINT PERFORMANCE AND SERVICE REPORT – WITH BOARD RESPONSE FOR THE PERIOD 1 APRIL 25 TO 30 MARCH 26

This report has been shared with The Board and it is published on our website together with the Boards response below.

Homes for Wells is a very small organisation providing affordable rented housing for local essential workers – our allocation policy is on our website.

We manage around 33 properties. All of our tenants have the phone number and email of our Housing Manager and all have a good relationship with her. We only have two part time staff our Housing Manager and an administrator.

Each year our Housing Manger meets with each tenant at their home to discuss any issues or repair requirement – this is our most important mechanism for ensuring tenants are able to report problems.

During the period in question, we only had one complaint. We believe this is due to the personal relationship our tenants have with our Housing Manager and her diligence in keeping tenants informed about progress of their service requests.

During the period in question, we had around 30 service requests. The majority of these related to routine repairs needed to our properties eg boiler breakdown. Most were dealt with swiftly.

The complaint mentioned to above relates to a leaking roof, which was the responsibility of Flagship, the Freeholder, to repair. Getting this repair done proved very difficult, during which time we had to undertake our own temporary repairs. Pleased to say that Flagship have now replaced the roof.

The other serious issue which we have been unable to resolve has been an issue with rats coming from an adjoining property which is owned by Flagship, on to the garden of our property. We have contacted Flagship several times and receive no response The Board are concerned and have today authorised us to instruct lawyers if necessary.

BOARD RESPONSE FROM BOARD MEETING OF 12th May 2026

The Board reviewed the schedule of service requests noticeably lower than previous submissions.

The Board also wish it to be noted that some of our service requests are difficult to deal with due to the age of some of our properties. We have embarked on a policy in the last 12 months of selling two of our most difficult to maintain properties.