

HOMES FOR WELLS ANNUAL COMPLAINT PERFORMANCE AND SERVICE REPORT – WITH BOARD RESPONSE

FOR THE PERIOD 1 APRIL 23 TO 30 MARCH 24

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 30 properties. All of our tenants have the direct phone number of our General Manager and all have a good relationship with her. We only have two part time staff our General Manager and an administrator.

Each year our General 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 had no complaints. We believe this is due to the personal relationship our tenants have with our GM and her diligence in keeping tenants informed about progress of their service requests.

During this time, we did have a Complaints Procedure (which may not have been compliant with the Complaint Handling Code) and no tenants requested that this be used.

During the period in question, we had around 35 service requests. The majority of these related to routine repairs needed to our properties eg boiler breakdown. Most were dealt with swiftly. Our GM reports that the biggest delays are due to the problems in securing contractors – they are all so busy at the current time.

We are endeavouring to use more contractors to reduce time scales, but Wells is a very small town and the number of contractors is limited. We are considering trying to find contractors further afield eg Kings Lynn or Fakenham and this will be discussed in more detail at our annual board awayday in February.

In December 2024 we had correspondence with the Housing Ombudsman who was not satisfied with our submission and as a result of which our Tenants Complaints Policy was rewritten – our self-assessment was redone and the necessary document placed on our website.

Our Annual Submission was resubmitted.

The following are now on our website

- Our tenants' complaints policy
- Our self-assessment against the code

- This performance and service report – and the board’s response which was confirmed at the Board meeting on 12th December 2024

BOARD RESPONSE FROM BOARD MEETING OF 12TH DECEMBER 2024

The board noted that we had not completed the Annual Submission to the satisfaction of the Housing Ombudsman who had given us an extension of time to end of December 2024.

The board adopted the new Tenants’ Complaints Procedure and reviewed the self-assessment and the Annual Complaint and Service Report above.

The Board also reviewed the schedule of service requests that are not published as with an organisation of our size each tenant would be so very easily identifiable to others in the town.

The Board want to ensure we increase our range of suppliers in the year ahead so that repairs can be carried out more swiftly and as stated above are committed to discussing this in February.

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 and we are hopeful of buying four new builds in the year ahead.