BRADFORD TRADESMEN'S HOMES

Charity Registration No. 224389 ☎ 01274 543022

Lily Croft, Heaton Road, Bradford BD8 8QY email admin.bth@btconnect.com

Our Ref. ddb
Your Ref.

Annual Complaints Performance and Service Improvement Report For the Year to August 2026

Every year we endeavour to keep our residents happy and deal with any service requests or complaints straight away. The administrator is usually the first call to which if the request is something he can deal with he will straight away. If the request is something the administrator cannot deal with then he will arrange a contractor to call to resident's property. For a service request the contractor will usually visit the resident's property the same day or following day dependent on time of the request. Any requests are dealt with mostly on the day unless any parts need to be ordered whereby work will commence upon the contractor receiving the part. This has continued throughout the year and hasn't resulted in any complaints.

For the past 12 months Bradford Tradesmens has not received any complaints.
We are now logging all service requests which was recommended by the Housing Ombudsman. We will also log any complaints we receive to be submitted in the annual review.

To continue to improve our service we follow the Housing Ombudsman's Complaint Handling Code and the Complaints Officer (Darron Broughton) has now completed the eLearning course for this and will continue to complete any other eLearning courses recommended by the Housing Ombudsman.

We currently have a property review we carry out annually where we pick up on any minor works we think might be required even if residents don't feel the need to report them. This is something the residents have embraced as they also get the chance to chat with the Trust Administrator and a Trustee.

We will continue to deal with service requests or complaints straight away as we have done over the years and which has worked well in keeping our residents happy so they can enjoy their time here at Bradford Tradesmen's Homes.

Governor : The Lord Mayor of Bradford
Chairman : Mr IM Underwood
Trust Administrator : Mr. D. D. Broughton

COMMITTEE Mrs J Carter Miss B Craig Mr P Alexander Mr P Fahy