

## **Calder Valley Community Land Trust**

**Report to Board of Trustees on 18<sup>th</sup> May, 2026**

### **Annual Complaint Performance and Service Improvement Report**

#### **1. Summary**

The new statutory Housing Ombudsman (HOS) Code for Complaints requires landlords to publish an Annual Complaint Performance and Service Improvement Report on their website. Alongside this we must also publish the Board's response to the report and to the self-assessment against the Code, and a copy of their Complaints Policy.

This report provides a summary of the activities undertaken by CVCLT in order to meet the HOS Code. An earlier report was discussed at the Board of Trustees on 16<sup>th</sup> December 2024.

We seek to improve the management of any complaints made by residents and others in respect of the housing provided by CVCLT, their management including repairs, and any communication about the services. The Board of Trustees endorsed our approach: our statement is provided on our website.

#### **2. Complaints: Our policies and procedures**

We have contracted with Connect Housing to manage all aspects of the complaints process, and the redress and compensation if required. Connect Housing already manage our housing properties, including rent collection and repairs to whom tenants direct any concerns they might have about their property.

We have adopted several of Connect Housing's policies in respect of housing management. Of particular relevance here are Connect Housing's Complaints and Compliments Policy, and their Compensation and Redress Policy, both of which have been adopted by CVCLT. However, following the publication of the HOS code in April 2024, we have updated our procedures in respect of managing complaints by producing additional information for tenants to be included in their Tenant Handbook, and providing more and clearer information on our website.

We have produced additional simple information for tenants about how to contact Connect Housing by email, phone or accessing their complaints' forms. We have also described the two-stage process that HOS requires for handling complaints. Additionally, we provide clear information about the HOS service, and how tenants can contact HOS if they are unhappy about any aspect of the complaints process, or about the managing of a complaint they have made and its resolution.

#### **3. Compliance with HOS Code for Complaints: Our Self Assessment**

Although we have contracted with Connect Housing to manage all aspects of any complaints made, we have to assure ourselves that the procedures and policies adopted by Connect Housing meet the HOS code. In other words, CVCLT is still responsible for ensuring that any complaints made through Connect Housing are handled in line with the HOS code.

CVCLT has therefore completed and submitted a very detailed self assessment to HOS, which demonstrates how CVCLT is meeting its requirements, and how we are confident that Connect Housing is meeting their requirements in respect of the HOS code. This self assessment has been discussed at, and approved by the Board at its meeting on 18<sup>th</sup> May, 2026.

This self assessment, and the Board's Review of this, has been published on our website, and has remained there until the next annual review for 2025/26 after which it will be updated.

#### **4. Complaints during 2025-26**

One complaint was received in 2025, and one has been received in the first 3 months of 2026. Both were stage 1, and were not followed through to stage 2 as the tenants were satisfied with the response by the company, and by Connect Housing.

Both complaints were in respect of appointments made by service engineers to investigate problems with gas boilers or to make a gas check for which the engineers did not turn up, and the tenants were not informed. Both complaints were in respect of the same company, contracted by Connect Housing to provide gas boiler services.

#### **5. Service Improvement Review: Findings from the Tenant Satisfaction Measurement Data Collection Exercise**

Both complaints received were in respect of missed appointments by gas service engineers from the same company. The Service Manager from the company apologized to the tenant in respect of the second complaint. The company serves the properties of CVCLT located in the Upper Calder Valley from their North West Office, and the Connect Housing properties from their North East Office. Connect Housing has since changed the servicing arrangements whereby all servicing and call outs are managed through the North East Office, thus removing communication problems across the two offices.

CVCLT also uses findings from the Tenant Satisfaction Measurement data collection exercise. This exercise was first undertaken in mid 2024, for which CVCLT was one of the pilot small providers, and on an annual basis thereafter. The findings from the pilot exercise were published on our website, and will be updated following the 2026 survey. All tenants received an informal visit from one of CVCLT's Trustees accompanied by a Manager from Connect Housing to discuss the TSM findings and to find out from tenants if they had other concerns. Tenants were pleased to receive these visits, which CVCLT found to be more useful and informative than previous meetings with groups of tenants, which were a little problematic to organize, given the age and disability levels of some tenants. The resulting discussions held with tenants were useful to CVCLT for identifying tenants' areas of concern, and demonstrated to tenants that we will always listen to any concerns that they may have.