

Preferred Homes Limited ('PHL') Annual Complaints Performance and Service Improvement Report

PHL Board Response

At the PHL Board meeting held on 1st May 2025, the PHL Board considered and welcomed the annual complaints performance and services improvement report, and the opportunity to explain to our customers how we are handling their complaints and feedback including compliments. The PHL Board acknowledged that this is the first report for PHL and recognised that at this stage no complaints have been received.

The PHL Board supports the following:

- The requirement for PHL to monitor complaints and feedback and report to the PHL Board
- The obligation for PHL Senior Managers to gain informal feedback from customers direct
- Continuous improvement in relation to communication and service improvement
- The submission of the annual complaint's performance and service improvement report
- Compliance with the Housing Ombudsman Complaint Handling Code

PHL is committed to working closely with residents to understand their concerns and continually improve the quality of our services. Resident feedback is essential in helping achieve this, and PHL is dedicated to making improvements.

Zoe Robertson

PHL Board Member responsible for Complaints


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