

Report Title	Annual Complaints and Service Improvement Report
Date of Report	15 th April 2026
Board Meeting	7 th May 2026
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Summary	This report is to fulfil our obligation to produce an Annual Compliance and Service Improvement Report to be published on our website alongside a response from our board
Action Required	For Discussion

1. Purpose

This report provides Preferred Homes Limited (PHL) Board with an updated overview of the requirements under the Housing Ombudsman Complaint Handling Code. To support with the requirements under the code, PHL will complete an annual compliance report and self-assessment.

The Board welcomes this annual Complaints Performance and Service Improvement report. Residents' complaints are an important element of us actively listening to what our residents are telling us through their ongoing feedback. We interrogate those complaints as an opportunity to learn lessons, and ensure that, as an organisation, we act on this feedback by identifying key issues. Amending our approach, our services and our overall offer to ensure that we are providing great housing, care and support services for residents

Acting on complaints is a requirement of the Regulator's Transparency, Influencing and Accountability Standard, requiring Boards to evidence learning from complaints to continuously improve services. We do it because is the right thing to do for our residents.

We have in place here is additional oversight from the Resident Board Member Responsible for Complaints, Zoe Robinson. This role has full support of the Board and Zoe's input is valuable. Her regular interaction with the operational team enables further feedback to be sought, adding to the formal reporting around complaints.

As per the Ombudsman code our complaints policy reflects a two-stage complaint process ensuring that all complaints are investigated thoroughly. Following our 2-stage process should a complainant remain dissatisfied with the outcome; our policy supports the escalation of their complaint to the Housing Ombudsman.

2. Background

Preferred Homes Limited (PHL) is a registered provider of Extra Care Housing. At the time of the report, we have 2 schemes in operation at Leeds and Telford. Our scheme in Nottingham is due to open in May 2026.

PHL owns and retains overall responsibility for the management oversight of its housing stock, however day to day housing management services at the scheme are delivered through a contracted housing management provider. They are responsible for the

operational delivery of key services, including tenancy management, resident engagement, estate services and the handling of repairs and service requests. PHL maintain strategic oversight, contract management and assurance functions to ensure that services are delivered in line with agreed standards, polices and regulatory requirements.

Residents are at the heart of everything we do, and we aim to provide good quality accommodation and accompanying services in all our schemes. We accept that things do sometimes go wrong and we actively encourage residents to tell us when that is the case. We also use the feedback we get from complaints to highlight areas for improvement and learn lessons. We aim to use complaints to achieve a positive outcome for residents and a learning opportunity for us.

2. Occupancy

At the time of the report occupancy across our 2 sites is as follows:

Scheme Location	Total number of Units	Occupancy as of 17 April 2026
Leeds	63	61
Telford	72	43

2. Complaints Performance

During 2025/26 we have received a total of 5 complaints across our extra care schemes located in Leeds and Telford.

Location	Total number of complaints	Stage	Outcome
Leeds	4	1	Resolved at Stage 1
Telford	1	1	Resolved at stage 1

3. Breakdown by Complaint Category

Complaints are recorded as single cases, however some of the complaints received contain multiple issues. For understanding service performance and identifying trends, each issue within a complaint is categorised and analysed separately.

Repairs and maintenance includes; delays in completion and communication during the repairs process. Tenancy management complaints include a range of service provision including resident activities, communication and utility payments.

Category	Total Number
Complaint with multiple issues	2
Repairs and Maintenance	2
Tenancy Housing Management	3

The breakdown of complaints provides valuable insight into resident experience and is used alongside other feedback mechanisms including on-site suggestion boxes.

4. Resident Engagement and Scrutiny

Since the publication of the previous Annual Service and Complaints Report, we have strengthened our approach to resident involvement through the completion of face-to-face engagement audits across both Leeds and Telford.

These audits were designed to provide residents with the opportunity to share their experience of living in the schemes, the quality of services received and any areas where improvement could be made. Engagement was carried out directly with residents to ensure feedback was inclusive, accessible and reflective of the diverse needs within the schemes.

Feedback gathered through the audits identified key themes, including a desire for increased activities and opportunities for social engagement at one scheme and to increase the days of opening within the bistro, smoking shelter. There was a high number of compliments received during the audits including; positive feedback about the support from staff, the high quality of the apartments and the valuable friendship groups that individuals have made since moving into extra care.

As a direct result of this engagement, a Resident Engagement Strategy has been developed and implemented. This strategy sets out a structured and consistent approach to involving residents in shaping services, ensuring that feedback is regularly captured, reviewed and acted upon.

Tenancy satisfaction surveys have been issued by the housing management provider during the reporting period; however, the results had not been received at the time of preparing this report. These will be analysed and reported in the next reporting cycle once available. This matter has been raised with the provider and measures are being implemented to ensure survey outputs are shared in line with agreed timelines going forward.

5. Learning from Complaints

Learning from complaints remains a key priority for PHL and is central to improving service delivery. In line with the Housing Ombudsman Service and the Complaint Handling Code, complaints are not only responded to individually but are also analysed to identify wider trends, root causes and opportunities for improvement.

In addition to formal complaints, wider resident feedback such as that gathered through engagement activities and scheme audits has been used to complete a picture of service performance.

We are working towards a more proactive approach using complaint insight to prevent issues Management Provider to ensure residents receive a high-quality service within our schemes.

6. Compliments Performance

Compliments are recorded and analysed alongside complaints to provide a balanced understanding of resident experience.

We have received compliments that include staff support, overall wellbeing, quality of accommodation and estate services.

7. Equality Diversity and Inclusion

PHL is committed to equality and diversity. There are no direct equality and diversity implications associated with this report however PHL considers all activities including Board reporting in the context of its Equality and Diversity policy alongside its legal duties.

6. Appendices

Annual Self-Assessment

Engagement Strategy