



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

PHL Board Response

At the PHL Board meeting held on 7 May 2026, the PHL Board considered and welcomed the annual complaints performance and service 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 2nd report for PHL and accepted that a small number of complaints had been received to date.

The PHL Board, led by the Member Responsible for Complaints (MRC), supports the following:

- The requirement for PHL to monitor complaints and feedback and report to the PHL Board – this will be actively progressed at each quarterly Board meeting
- The obligation for PHL senior managers to gain informal feedback from customers directly
- Continuous improvement in relation to communication and service improvement
- The submission of the annual complaint's performance and service improvement report
- Compliance with the 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 to achieve this, and PHL is dedicated to making improvements.

Zoe Robertson

Non-Executive Director PHL and Member Responsible for Complaints (MRC)