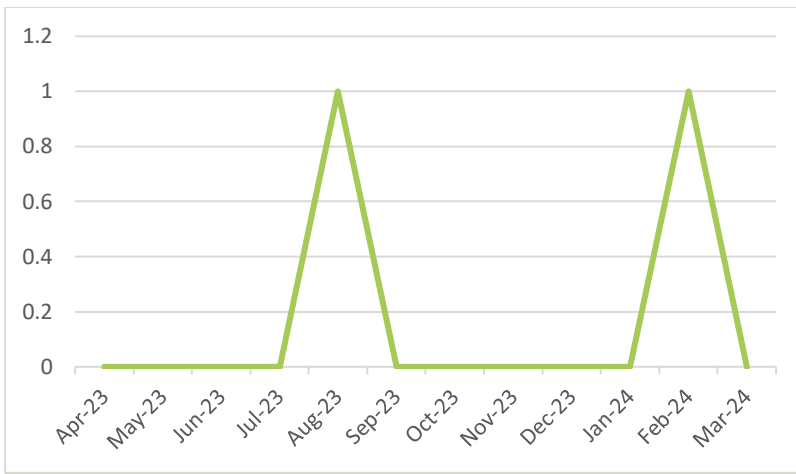




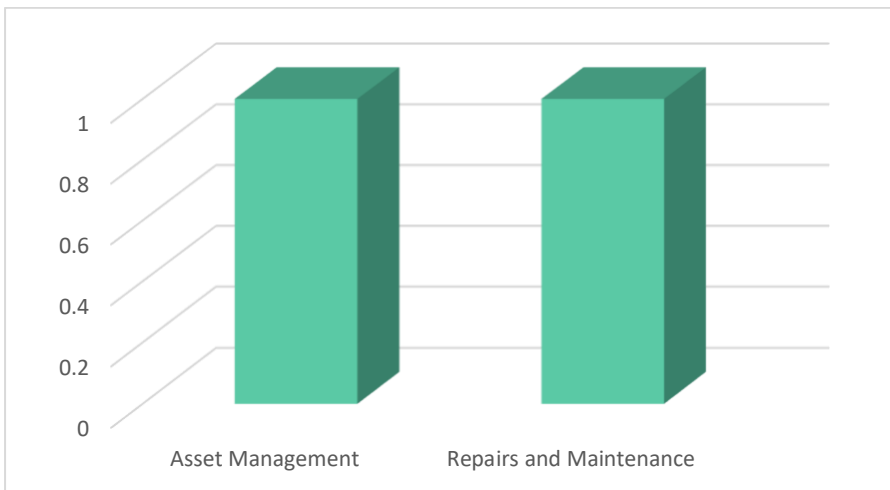
Housing Ombudsman Service: 2023/24 Performance and Service Improvement Report

Complaints Received

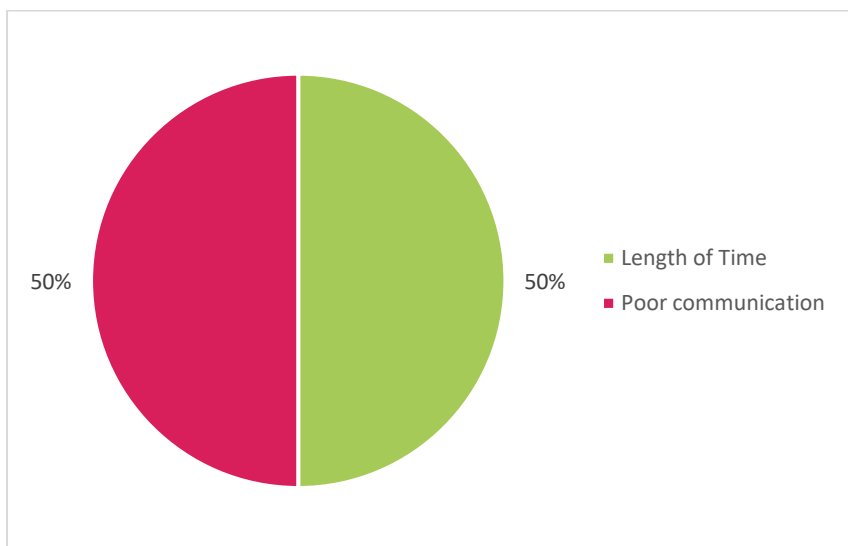
A total of 2 complaints were received during the financial year, breakdown of these are detailed below:



Service areas:



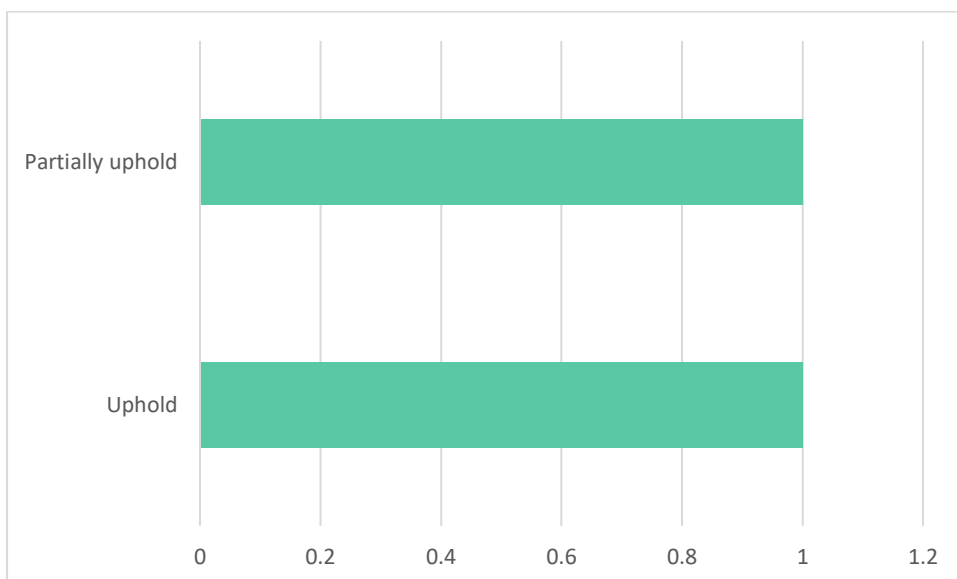
Theme and trend analysis



Complaints not accepted

SLH accepted all Lune Valley Rural Housing Association complaints received, during this period.

Based on the complaints investigated, please see the outcomes detailed below:



Housing Ombudsman Service Determination

There was no Housing Ombudsman Service determination made during this period.

Tenant Satisfaction Measures

Last year, the Regulator of Social Housing introduced a new requirement for all social housing landlords to annually report on a set of measures that tells you how we are doing at providing quality homes and services.

The measures aim to improve standards for people living in social rented housing, known as Low Cost Rented Accommodation (LCRA) and shared owners, known as Low Cost Home Ownership (LCHO).

There are 22 TSMs, including:

- 12 Tenant Perception Measures – we measure these through an annual tenant perception survey.
- 10 General Management Measures – we measure these directly through information we hold in our systems.

Please see below performance in relation to complaints.

Tenant Satisfaction Measures	Outcome:
Customers satisfaction survey score relating to 'Lune Valley Rural Housing Association approach to complaint handling'	50%
TSM CH01a: Complaints relative to the size of landlord – Stage 1 (per 1000 properties)	18.8
TSM CH01b: Complaints relative to the size of landlord – Stage 2 (per 1000 properties)	0
TSM CH02a: Complaints responded to within Complaint Handling Code – Stage 1	100%
TSM CH02b: Complaints responded to within Complaint Handling Code – Stage 2	n/a

Service improvements

Complaint finding – You Said	Learning implemented – We Did
You did not let me know me know of delays in getting the repair carried out to my home.	This recommendation has been incorporated in wider Repairs Customer Experience project - to improve timeliness, efficiency, communication, and customer satisfaction, starting in April 2024.
The repair was not carried out to a good quality and there was delay in rectifying the works.	We have been looking to expand the list of contractors so that we can offer to carry out specialist repairs in a timely manner. This recommendation will also be in wider Repairs Customer Experience project - to improve timeliness, efficiency, communication, and customer satisfaction, starting in April 2024.
Removal of third stage from our Complaints policy.	We have updated our Complaints Policy, and introduced Unacceptable Behaviour and

	Compensation Policies, to align with the Complaint Handling Code.
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Benchmarking

At the time of writing there was no benchmarking information available. This will be added in future reports.

3rd June 2024