



## ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

For the Year ending 31<sup>st</sup> March 2025

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Date: May 2025

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### 1. Introduction

This report provides an overview of the complaints performance and service improvement initiatives for Storm Housing Group over the course of the year to 31<sup>st</sup> March 2025. The aim is to reflect on the effectiveness of our customer service strategy, outline any improvements made, and discuss how we plan to maintain or enhance our standards in the upcoming year.

### 2. Overview of Complaints Received

#### 2.1 Complaint Statistics

During the reporting period, Storm Housing Group did not receive any complaints. This result suggests a high level of customer satisfaction and indicates that the services provided met or exceeded the expectations of our residents and stakeholders.

#### 2.2 Analysis of Zero Complaints

While the absence of complaints is a positive outcome, it is essential to consider the context behind this statistic. A lack of complaints could indicate several things:

- **Effective Service Delivery:** The services provided were aligned with the needs and expectations of our residents.
- **Proactive Communication:** Our efforts to maintain clear and transparent communication with residents may have preemptively addressed potential concerns.
- **Resident Satisfaction:** High levels of resident satisfaction with our services and operations.

However, it is also important to consider other potential factors:

- **Underreporting:** Residents may have had issues but chose not to report them, possibly due to a lack of awareness of the complaints process or a perception that their concerns would not be addressed.

### 3. Service Improvement Initiatives

Despite the lack of formal complaints, Storm Housing Group has continued to focus on service improvement to ensure that our operations remain at the highest standard. Key initiatives undertaken during the year include:

#### 3.1 Staff Training and Development

- **Complaint Handling microlearning:** Although no complaints were received, relevant staff completed the complaint handling microlearning courses provided by the Housing Ombudsman.

- **Complaint Handling e-learning:** Although no complaints were received, relevant staff completed the complaint handling code and dispute resolution e-learning provided by the Housing Ombudsman.

### 3.3 Process Improvements

- **Review of Complaints Procedure:** The complaints policy and procedure was reviewed in line with the Complaint Handling Code 2024 and approved by the Board in March 2025.

### 3.4 Tenant Satisfaction Measures

Please see our Tenant Satisfaction Measures paper (appendix 1) for the comprehensive report on Storm Housing Group’s FY24/25 Tenant Satisfaction measures.

We had a 40% response rate to the to the surveys and the results of the 2024/2025 Tenant Satisfaction Measures (TSM) present a highly encouraging picture of resident satisfaction within our housing services. Achieving 100% satisfaction across 9 out of 10 applicable tenant perception measures is a testament to the hard work and commitment of our teams and partners, including our managing agents.

While one measure, relating to the cleanliness and maintenance of communal areas, did not receive full satisfaction, the specific feedback received provides a valuable opportunity for targeted improvement. We are committed to addressing the concerns raised and will work closely with our managing partners to ensure these areas are reviewed and maintained to the highest possible standard.

The remaining tenant satisfaction measures were all highly positive and it is encouraging to see 100% compliance across complaint handling and building safety.

Tenant Satisfaction Measure	TSM score	Comments
TP01 - Overall Satisfaction	100%	
TP02 – Satisfaction with repairs	100%	
TP03 – Satisfaction with time taken to complete most recent repair	100%	
TP04 – Satisfaction that the home is well maintained	100%	
TP05 – Satisfaction that the home is safe	100%	
TP06 – Satisfaction that the landlord listens to tenant views and acts upon them	100%	
TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them	100%	
TP08 – Agreement that the landlord treats tenants fairly and with respect	100%	
TP09 – Satisfaction with the landlord’s approach to handling complaints	n/a	No complaints in the period
TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained	0%	Area for improvement
TP11– Satisfaction that the landlord makes a positive contribution to neighbourhoods	100%	
TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour	n/a	No ASB cases reported

Tenant Satisfaction Measure	TSM Score	Comment
CH01 – Complaints relative to the size of the landlord	n/a	No Stage 1 or 2 complaints received
CH02 – Complaints responded to within Complaint Handling	n/a	No Stage 1 or 2 complaints received
NM01 – Anti-social behaviour cases relative to the size of the landlord	n/a	No ASB incidents in the period
RP01 – Homes that do not meet the Decent Homes Standard	0%	All homes meet the decent homes standard
RP02 – Repairs completed within target timescale	100%	Emergency Repairs are to be made safe within 4 hours and rectified within 24 hours Urgent Repairs To be made good within 3 days of receipt of notification. Routine Repairs To be made good within 10 days of receipt of notification.
BS01 – Gas safety checks	100%	
BS02 – Fire safety checks	100%	0 properties in portfolio require FRA.
BS03 – Asbestos safety checks	100%	All new build properties built post 2000
BS04 - Water safety checks	n/a	0 properties in portfolio require water safety checks
BS04 - Lift safety checks	n/a	0 properties in portfolio contain lifts

#### 4. Lessons Learned and Future Plans

The absence of complaints this year highlights the effectiveness of our current service strategies. However, we recognise that there is always room for improvement. Moving forward, our key areas of focus will include:

- **Enhanced Resident Awareness:** We will continue to promote awareness of the complaints process to ensure that all residents feel confident in reporting any issues.
- **Continuous Service Improvement:** We will build on our existing service improvement initiatives, using resident feedback and other data to identify and address potential issues before they escalate.
- **Proactive Engagement:** We will maintain proactive engagement with our residents to preemptively address any potential concerns and continue to build strong, trusting relationships to encourage future engagement with surveys and feedback.

#### 5. Housing Ombudsman

- **Landlord Performance Data:** The Housing Ombudsman have not created individual reports for landlords with fewer than 5 findings as meaningful performance interpretation is not possible.
- **Complaints Handling Code Self-assessment:** The self-assessment was reviewed and approved by the Storm Housing Group Board with no instances of non-compliance noted.



## **5. Conclusion**

We are pleased with the results of the past year, particularly with the TSM scores and the absence of any complaints, which reflects positively on our service delivery. Nevertheless, we remain committed to continuous improvement and will continue to work closely with our residents to ensure that our services meet their needs and expectations. We will continue to monitor our performance, encourage feedback, and implement improvements to maintain our high standards.



**Governing Body's response to the Annual Complaints Performance and Service Improvement Plan  
– Samuel Roden, Chief Executive**

As the MRC (Member Responsible for Complaints) at Storm Housing Group, I want to reaffirm our Board's commitment to providing the highest standard of service to our residents. We see complaints and feedback not as setbacks, but as valuable opportunities to learn and improve.

We are confident that we meet the requirements of the Code, and our self-assessment reflects our transparent and robust approach to complaint handling. That said, we recognise there is always room for improvement as noted in our Annual Complaint Performance & Service Improvement Report, and addressing them will be a key priority for us in the year ahead.