

Bangla Housing Association Boards response to the annual complaint's performance and service improvement report

Extract taken from the minutes of the Board meeting held on 20/11/2024

6.0 Chief Executive's Reports

6.1 Annual Complaints performance, self-assessment and service improvement:

6.1.1 Registered Providers (RPs) are required to submit an annual complaints performance, self-assessment and service improvement plan to the Housing Ombudsman. The Housing Ombudsman has given Guidance – Key Result Indicator (KRI) as Gold Standard introduced for Complaint management. This should be.

- 100% acknowledgment response within 5 working days
- 90% of stage 1 complaints are investigated and a final response is sent within 10 working days
- 90% of stage 2 complaints are investigated and a final response is sent within 20 working days

Before submitting these, they need to be reported to the Board, discussed and approved by the Board.

6.1.2 It was noted that from April 2023 to March 2024, BHA received no formal complaints. We received one informal complaint. And we have been dealing with two historical disrepair complaints. The historical complaints were around repairs and maintenance, housing management, estate services, service charges, and gas heating servicing, which are critical to the satisfaction and well-being of our tenants.

6.1.3 The report noted Acknowledgement of Key Areas of Concern, Lessons Learned and Service Improvement Plan and an implementation timeline of the service improvement plan by 31/03/2025.

6.1.4 Following a discussion the Board approved the report.