

17 July 2025

Dear Colleagues/Members

As Chair of the Management Committee, I have now received and reviewed the Annual Complaints Performance and Service Improvement Report for 2024/25.

In response to last years annual report, I reinforced our commitment to strengthen our core services to our members, including our response to complaints.

In January 2025, our Management Committee approved our new Complaints and Compliments Policy and I am pleased to see our new two-stage process has quickly been embedded. Having a positive complaints culture means we can truly understand the concerns which impact our members the most, and what improvements we should be making to provide better services in future.

I am reassured that our approach to anti-social behaviour – which makes up 80% of overall complaints from the past year and 100% of complaints which have been upheld – is already under review.

I am pleased to hear that this year's Tenant Perception Survey will soon be carried out, as we look forward to understanding more about our services and how we can improve services for the benefit of our customers. Following completion of this exercise, the Management Committee should receive a report detailing the feedback received.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Yola Bastos'.

Yola Bastos

Chair of the Management Committee