

Complaint Performance & Improvement Report 2024/25

Dear Customers, Colleagues and Partners,

Leazes Homes Member Responsible for Complaints (MRC)

As Leazes Homes' Member Responsible for Complaints (LHMRC) it is my responsibility to lead on the handling of complaints and encourage a positive complaint handling culture in the organisation.

In this report I hope to present the response from the Leazes Homes Board to our annual complaints performance and service improvement report including our annual self-assessment against the Complaints Handling Code.

In the period covered by the report, Leazes Homes have joined the Karbon Group (June 2025) with Leazes providing all services to tenants via Karbon Homes. This transition has been successfully completed and bedded in. It is against this background that the Leazes Homes Board have viewed the annual complaints performance.

Scrutiny of the Annual Report

We reviewed the annual performance and service improvement report to scrutinise the performance information provided. We concluded that the evidence provided in the report to be satisfactory, giving good insight into the complaints handled throughout the period.

It was noted that of the 40 complaints received, the vast majority related to the Responsive Repairs Service (90%). Of these 40 complaints it was noted with satisfaction that 37 (92.5%) were resolved at stage 1, with 3 going through to stage 2 and none progressing beyond this stage.

The Board were in general satisfied with the way that these complaints were dealt with and the subsequent learning from them and the actions taken as a result.

The main action points are concerned with the area of the Responsive Repairs service and these include:

Reducing waiting times for Repairs and Improving complaint response times

Action: The implementation of a repair's recovery plan in the light of an increase in demand for repairs, this included investing an additional £2.9m to recruit additional trade operatives and subcontractors across the Karbon Repairs workforce.

Improving repairs communications

Action: weekly and quarterly reports are produced to highlight outstanding complaints so they are visible to all and if needed appropriate action applied in line with the Complaints Handling Code. In 2024/25 only one Leazes customer experienced a delay.

Improving the availability of stocks of parts on repairs vans

Action: A new van stock ordering system has been introduced and van stock are regularly reviewed. This will continue to be monitored and further complaints carefully monitored.

Ensuring customer access to the complaints process

Action: We have expanded the complaint materials available to customers and have shortened the video and leaflet available and made them available in six languages.

Learning from complaints and areas for improvement

We are dedicated to using the valuable information we garner from the complaints process to continually review our performance and improve our services.

The action points that we will follow up on during 2025/26 include:

- Launching and embedding a new feedback team
- Improving the complaint experience by keeping promises made
- Improving the consistency of appropriate compensation offers
- Improving our complaint response times
- Continue to improve repairs waiting times and customer communication
- Keep customers better updated on our complaints performance and learning
- Continue to ensure customers can access the complaints service
- Review and improve our complaints handling processes
- Engaging customers more in learning from complaints
- Ensure our systems and reporting mechanisms enable us to improve the complaint experience

In Conclusion

Leazes Homes Board will continue to monitor the performance of the services it is responsible for providing to customers. Where a falling short in this service results in a complaint, we will be focused on learning from the complaint and improve service provided.

Ged Walsh

Leazes Home Board Member Responsible for Complaints