

Complaint Performance & Improvement Report 2025/26

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 been a full member of the Karbon group for over 18 months having joined the Karbon Group (in 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 gives a good insight into the complaints handled throughout the period.

It was noted with some disappointment that the number of complaints had doubled to 80 in total in 2025/26 from 40 in the previous period (which was 3 months shorter).

It was also noted that of the 80 complaints received from customers, the vast majority related to the Operations and support services (81%). Of these 80 complaints it was noted that 81% were resolved at stage 1, a reduction from 92.5% for last year. 65 were resolved at stage 1 with 15 going through to stage 2 and none progressing beyond this stage. The level of compensation paid at an average value of £255 per complaint was considered high.

The Board were in general satisfied with the way that these complaints were dealt with and the consequent learning from them and the actions taken as a result. However the increased in volume of complaints was noted and some further information was requested about the reasons for the doubling of the number of the number.

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

Reducing waiting times for Repairs

Action: This is no longer the largest area of complaint following the implementation of the repairs recovery action plan.

Management of Complex Repairs

Action: A major works team have been introduced to manage repairs that involve complex communication and co-ordination with multiple contractors. The impact of this is seen in the reduction of repairs complaints in the area of complex repairs.

Increase in Stage 2 Complaints

Action: We are delivering intensive support for colleagues involved in these areas of complaint following. This has resulted in escalation to stage 2 plateauing and the number is now below the national average as reported by Housemark . It is an area that the board will continue to scrutinise.

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 Homes Board Member Responsible for Complaints