



Blue Square Residential

Annual Complaints Performance and Service Improvement Report 2023-2024

Introduction

Starting April 2024, the Housing Ombudsman Service requires landlords to produce an Annual Complaints Performance and Service Improvement Report. At Blue Square Residential Ltd, which manages 514 units, we have always emphasized transparency and accountability in our operations. We share our complaints performance with residents through various channels to ensure they are well-informed and engaged. These channels include:

- **Newsletters:** We include a section on complaints performance in our regular newsletters to ensure all residents, including those who may not attend meetings, are informed.
- **Noticeboards:** We use communal noticeboards in residential buildings to display key information about complaints performance and service improvements.

Annual Self-Assessment

The new Complaints Handling Code came into effect on 1st April 2024. In preparation, we conducted a comprehensive review of our complaints policy to ensure compliance with the new code.

Complaints Handling Performance 2023-2024

We received 65 complaints over the last 12 months. Of these, 58 were resolved at Stage 1, with 7 escalating to Stage 2.

- 98.5% of complaints were acknowledged within the timescales.
- 100% of complaints were responded to and investigated within the timescales, including 15 agreed extensions.
- Of the 65 complaints, 60 were upheld or partially upheld. The largest theme was around the quality of service.

Types of Complaints

- **Maintenance and Repairs:** 35 complaints
- **Customer Service:** 15 complaints
- **Tenancy Issues:** 10 complaints
- **Grounds Maintenance:** 5 complaints



Housing Ombudsman Service

During the last 12 months, the Housing Ombudsman did not issue any non-compliance findings against us. No further reports or publications were produced by the Housing Ombudsman in relation to our performance.

Learning from Complaints

We use complaints as a tool to improve our services. Complaint data is regularly analysed to identify trends and areas for improvement, and necessary changes are implemented.

Challenges and Areas for Improvement

- **Resource Constraints:** Limited resources have occasionally impacted our ability to resolve complaints as quickly as desired.
- **Complex Cases:** Some complaints require more time and coordination with external parties, which can delay resolution.
- **Future Plans:** We aim to allocate additional resources to the complaints team and streamline processes to further reduce response and resolution times.

Minimum Expected Practices

To ensure transparency and accountability, we adhere to the following minimum practices:

- **Transparency:** We clearly communicate the number of complaints received, the types of complaints, and the outcomes, including how many complaints were resolved at each stage and the average response times.
- **Accessibility:** We ensure that all residents can easily access complaints performance information by providing it in multiple formats (e.g., print) and languages if necessary.
- **Regular Updates:** We provide regular updates on complaints performance, at least annually, but ideally more frequently (e.g., quarterly) to keep residents informed about ongoing improvements.
- **Resident Involvement:** We often talk to tenants on a one-to-one basis to get their opinions on how we can improve.
- **Actionable Insights:** We highlight the actions taken in response to complaints and how these have led to service improvements, demonstrating that resident feedback is valued and acted upon.



**Blue Square
Residential**

Raising Awareness and Educating Staff

The Joint Complaint Handling Code introduced by the Housing Ombudsman on 1st April 2024 emphasizes the importance of effective complaint management. We are committed to raising awareness and educating our staff at all levels about the significance and relevance of good complaint handling practices.

Conclusion

We are committed to providing high-quality services and addressing any issues promptly and effectively. This report demonstrates our dedication to transparency and continuous improvement. We thank our residents for their feedback and look forward to another year of progress and collaboration.