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Chief Executive X

X

X X

September 2025

By email: X

Dear X

Annual Complaints Performance Report for 2024-25

I hope this letter finds you well. I am writing to share some encouraging news regarding X's performance in our annual landlord performance reports for the 2024-25 period. Despite x findings and X determinations, we found significant improvement in your maladministration rate during 2024-25.

As part of our commitment to transparency and accountability, these reports are crucial. They highlight areas for potential learning and improvement, using complaints as early indicators to enhance service delivery.

Significant improvement recognition

This achievement is a commendable achievement, especially in a year where we upheld 71% of complaints. Whilst we believe there may still be some effort needed to lower this rate further, this year's improvement reflects a highly positive complaint handling culture within your organisation, deserving positive recognition for you and your staff.

National context and learning opportunities

Despite a 30% increase in the number of determinations made, we have started to see evidence of improvements in landlord complaint handling, resulting in a 7% drop in the maladministration rate and 117 fewer severe maladministration findings. Encouragingly, 16 landlords showed significant improvement and 2 landlords had 0% maladministration rate, demonstrating the sector's ongoing efforts to enhance complaint handling.

We encourage all social housing landlords to view complaints as strategic opportunities to support learning and to strengthen the alignment between policy and practice. Sharing your performance report with your team, including your Member Responsible for Complaints, governing body, and any relevant scrutiny panel, can further strengthen your complaint positive culture.

Looking ahead

Your performance sets a great example, and we intend to share these findings widely. We look forward to continuing our collaborative efforts with you, beginning with the public release of our performance report on 23 September 2025. Additionally, our Centre for Learning team will reach out to collaborate on sharing the insights gained from your exemplary practices.

We remain committed to supporting landlords in navigating the evolving regulatory landscape, including the new provisions under Awaab's Law and the revised Decent Homes Standard.

Thank you again for your dedication to maintaining high standards in complaint handling and service delivery. We look forward to seeing these figures continue to improve over the coming year.

Yours sincerely,



Richard Blakeway

Housing Ombudsman