

Annual Complaints Handling Performance and Service Improvement Report

Period Covered: 01.11.2024 to 31.10.2025

Castle Housing Limited welcomes all feedback from tenants, their representatives and their support staff. We recognise and appreciate this feedback provides valuable information that we can use to steer the services we offer and how best we can deliver them.

A key part of this feedback is tenant complaints, which allow us to learn from experiences where things may have gone wrong and make amendments and improvements to our working practices to ensure they don't happen again.

Having revised our approach to complaint handling against the revised Housing Ombudsman Service Statutory Complaint Handling Code, we will be providing focus and emphasis, through reporting to our Board, on our performance, learning and any resulting service improvements for tenants.

Annual Self-Assessment against Complaint Handling Code

The completed annual self-assessment of Castle Housing Limited's complaint handling demonstrates compliance with the Complaint Handling Code and gives assurance to our Board that Castle Housing Limited continues to provide an accessible and positive complaint handling process for tenants.

Complaint Handling Performance Detailed below is a breakdown of the number of complaints including themes and service areas which have been the focus of complaints (01.11.24 – 31.10.25).

	Number of Complaints Refuses	Total Number of complaints	Nature of Complaint	Complaint Stage		
				Stage 1	Stage 2	Ombudsman
Days to Repair	0	0	0	0	0	0
Planned Improvements	0	0	0	0	0	0
Cyclic Maintenance	0	0	0	0	0	0
Housing Management	0	0	0	0	0	0
Anti-social Behaviour	0	0	0	0	0	0
Rent/Income Management	0	0	0	0	0	0
Lettings	0	0	0	0	0	0
Adaptations	0	0	0	0	0	0
Total	0	0	0	0	0	0

As a result of no complaints being received, no complaints were resolved at either stage 1 or stage 2 and no complaints were referred to the Ombudsman.

Total number of Castle Housing Limited tenants 20. A further 27 tenants reside in Castle Housing properties however, they are the tenants of other Housing Associations.

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Service Improvement

Responsible neighbourhood management

During the previous year 2 tenants raised queries about anti-social behaviour occurring in a communal entry/exit area outside their entry door.

To address these concerns, we met with tenants, senior officers in the Police and local authorities to discuss these issues. The outcome was to have CCTV installed in the communal areas of the building to improve visibility and responsiveness. The installation was completed with a 2-week period. All residents were happy with the outcome.

Further monitoring of this situation has shown that this action has achieved the desired outcomes for those involved. Similar installations are now considered for other properties with communal entry/exit areas. After consultation with existing tenants, another installation has been made during the past year and a further one is planned at another location.

Monthly neighbourhood walkabout chats and informal discussions with tenants, their representatives and their support staff enabling local issues can be discussed and addressed as swiftly as possible.

We continue to be focused on improving our management of ASB and take swift action when needed.

Improvements/Adaptations

Two properties have undergone alterations to bathroom facilities to provide disabled access shower facilities to meet the changing needs of the tenants in those properties.

We thank Lancaster City Council for their expertise and input to helping to plan and provide solutions to enable tenants to remain in their existing accommodation and to maintain their independence.

Ian Bradley

07.12.2025