

CASTLE HOUSING LIMITED – GOVERNING BODY RESPONSE TO:

**THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT
2024/2025**

The Board are pleased to receive the Annual Complaints and Service Improvement Report for the previous 12-month period.

We are satisfied that there remains an accessible and positive complaint handling process for tenants, of which they are aware and is easily accessible to them all. We note that there have been no complaints received during the period but are aware that there is positive, regular engagement with tenants to look to continually improve the service provision.

We note the continued work around responsible neighbourhood management, in particular anti-social behaviour, and acknowledge the positive benefits of swift interventions which have reduced the need for external support.

We welcome the further improvements in the way of adaptations to allow tenants to continue to live as independently as possible in their existing accommodation. We expect further ongoing review of each property to help identify where further improvements may be required.

The board is committed to ensuring that all existing properties reach an EPC rating of C or better at the earliest opportunity. Whilst the majority are already compliant, upgrading works are already underway and further works are anticipated to be completed during the coming year. We are confident that all properties will meet the required standard in advance of the 2031 deadline.

We are also aware of the increasing demand for Supported Housing which has been received during the period and is continuing. Castle Housing will continue to ensure that any vacant units are refurbished at pace to ensure there are no unwarranted delays in the property becoming available for occupation. Additional work is being undertaken to increase total number of units that we will have to offer.

Going forward, we look forward to a closer working relationship with referral agencies and those providing care services to existing and prospective tenants to enable us to continue to provide a high quality, needs led service.

Ian Bradley

Chair