

	REPORT TO MANAGEMENT BOARD	AGENDA ITEM No.	4.3
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Name of Committee:	Management Board	Date:	September 2025
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Title & Brief Summary:	Governing Bodies Response to Complaint Reports
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Board Author:	Minara Sultana	Presented By:	Sandra Brown
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Classification:	<input checked="" type="checkbox"/> For info and discussion <input type="checkbox"/> For info and decision	<input type="checkbox"/> Confidential <input checked="" type="checkbox"/> Non-Confidential
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Background Papers
RSH Governance and Viability Standard RSH Code of Practice on financial Management NHF Code of Governance Housing Ombudsman Complaint Handling Code and Self-Assessment
Summary of Recommendations Action Requested
To note the information and approval Complaint Policy and Procedure Self-Assessment against the new Complaints Handling Code Annual Complaints Performance and Service Improvement Report
Diversity Impact
Odu Dua is mindful of its equality duties under the Equality Act 2010 and will take a proportionate approach to its equality obligations and has at this stage identified no specific equalities implication in this report. However, equality will continue to be considered during future reports.
Value for Money and Financial Implications
At Odu Dua VFM is a central part of ensuring we meet our customers' expectations and our business objectives. Delivering VFM is about what you achieve for the amount of money you spend. This means spending money wisely to deliver excellent customer service and to make a positive contribution in the communities we serve.

OUR MISSION STATEMENT

To provide quality affordable accommodation primarily for black and ethnic minority people living in North London.

To be a BME landlord of choice to tenants living in high quality homes in sustainable environments.

1. Complaints

Critical Success Factor (CSF): Timely resolution of complaints regarding services

Key Result Indicator (KRI): Gold Standard introduced for Complaint management

- 100% acknowledgment response within 5 working days
- 90% of stage 1 complaints are investigated and a final response is sent within 10 working days
- 90% of stage 2 complaints are investigated and a final response is sent within 20 working days

This report provides an analysis of complaints received from 1 April 2024 to 31 March 2025. We received nine complaints during this period, tenants were dissatisfied with the estate services, Repairs and Maintenance and Housing Management services.

Acknowledgement of Key Areas of Concern

1. Repairs and Maintenance: Tenants are understandably frustrated by delays, missed appointments, inadequate or uncompleted repairs, contractor performance and overall poor communication.
2. Housing Management: Complainants were frustrated due to the delay it has been caused in addressing an ASB case.
3. Staff Behaviour: Allegations of inappropriate conduct and lack of empathy in handling rent arrears and supporting them.
4. Estate Services: Concerns about communal cleaning, garden maintenance, security, illegal fly-tipping and parking restrictions.

Lessons Learned and Service Improvement Plan

The lessons learned from interaction, particularly regarding communication, accessibility, proactive maintenance, and staff conduct, have been well-documented. The proposed Service Improvement Plan addresses these issues comprehensively.

Lessons from the major themes emerged from the complaints received are as follows:

1. **Communication and Responsiveness:** Offering clear and timely communication when dealing with service requests, especially from vulnerable residents. We also recognise the importance of keeping the tenant informed of the progress.
2. **Proactive Maintenance and Repairs:** Better communication and management of our contractors so they are clear of our service standards and expectations. Contractors need to be kept up to date regarding escalation process.
3. **Regular updates regarding communal services** are essential to keep the residents safe and for us to comply with the regulatory requirements. Information

regarding fire safety, parking control and communal repairs needs to be updated regularly.

4. **Staff Training and Conduct:** Perceived behaviour of staff in delivering customer service and lack of empathy in sensitive situations.
5. **Regular Feedback and Surveys:** Conducting regular surveys will provide us with valuable feedback to continually improve our services and address any new issues promptly.
6. **Transparency and Accountability:** Ensuring transparency in our processes and holding staff accountable for the timely resolution of issues will build trust with our tenants.

Implementation Timeline

We support the proposed timeline for the implementation of the Service Improvement Plan by 30th September 2025, under the guidance of the Operations Director. This timeline is realistic and provides a clear framework for achieving our goals.

Conclusion

In conclusion, the Board fully endorses the findings of the report and the outlined Service Improvement Plan. We are committed to taking the necessary actions to enhance tenant satisfaction, reduce the number of complaints, and improve the overall quality of our services. We look forward to seeing positive changes and will closely monitor the implementation progress.

Thank you for your continued dedication to improving our housing services.

Odu-Dua Housing Association Management Board