

Ockley Housing Association Ltd

Complaints Performance and Service Improvement Report

Reporting Period: 1 January 2025 – 31 December 2025

Introduction

This report outlines Ockley Housing Association Ltd's (OHA) performance in complaint handling and service improvement, and assesses our compliance with the Housing Ombudsman's Statutory Complaint Handling Code.

It is structured as follows:

1. Statement on Performance
2. Summary of Complaints Received and Resolved
3. Compliance with the Housing Ombudsman's Complaint Handling Code
4. Response of the OHA Management Committee
5. Housing Ombudsman Background and Correspondence
6. Conclusion

Our self-assessment has been scrutinised and approved by the Management Committee, who have challenged and reviewed our approach to drive service improvements for residents.

Statement on Performance

OHA is committed to delivering high-quality services to all residents. We recognise that, when things go wrong, it is vital that issues are resolved promptly, fairly, and transparently.

Although complaints are rare within our organisation, we fully recognise that complaint handling is an essential part of good service delivery. We are determined to continue improving our approach, listening carefully to feedback, and ensuring our residents experience ongoing improvements.

Summary of Complaints

Between 1 January 2025 and 31 December 2025:

- Complaints received: 0
- Complaints responded to: 0

Details:

- No new complaints in 2025.

Service Areas Monitored:

- Repairs services: No complaints received. OHA and its managing agent continue to maintain strong performance in timely repairs.
- Communal repairs: No complaints but remains a priority area for timely communication and completion.
- Damp and mould: No complaints. Reports are treated urgently, particularly where residents' health may be impacted.
- Anti-Social Behaviour (ASB): No new complaints. An ASB policy was introduced during 2024 to strengthen our management processes.
- Cleaning and grounds maintenance: No complaints. Monitoring by our managing agent shows consistently good service delivery.
- Service charges: No complaints. OHA recognises the importance of value for money and continues careful oversight.

Compliance with the Housing Ombudsman's Complaint Handling Code

OHA has completed a detailed self-assessment against the Housing Ombudsman's updated Complaint Handling Code.

We have improved compliance compared to 2024:

- Staff Training: Complaints handling training was undertaken by members of the Management Committee.
- Complaints Procedure: Our Complaints Procedure was amended to include:
 - A clear definition of a complaint at the outset;
 - A note that residents will be given the opportunity to have a representative deal with their complaint and be represented or accompanied at any meeting with the OHA;
 - A standard objective in relation to complaints handling reflecting a collaborative approach, collective responsibility and acting within professional standards.
 - A note about independence requirements for stage 2 reviews.
 - Stage 2 reviews will be conducted by personnel unconnected with Stage 1. Due to OHA's small size, this may involve engaging third-party advisors.
- Member Responsible for Complaints: OHA appointed a member of the Management Committee to this role.

We will continue to incorporate learning from complaints and external best practice reviews to strengthen our service delivery.

Response of the OHA Management Committee to the 2025 Self-Assessment

The following actions have been approved by the Management Committee:

1. Training: Consider need for formal complaint handling training for our new Managing Agent.
2. Member Responsible for Complaints: A standing item will be placed on the agenda in Quarterly meetings for the MRC to report.
3. Learning and Improvement: Strengthen mechanisms for learning from complaints and applying lessons across all service areas.

Housing Ombudsman Background and Engagement

The Housing Ombudsman provides an independent, impartial service for residents of housing associations and local authorities.

Residents may escalate complaints to the Ombudsman after completing OHA's complaints process if they remain dissatisfied.

The Ombudsman may issue determinations including:

- Maladministration (Service Failure, Maladministration, Severe Maladministration)
- No Maladministration
- Redress (where satisfactory resolution was achieved)
- Early Resolution or Intervention
- Outside Jurisdiction (OSJ)

During 2025, no complaints about OHA were referred to or determined by the Housing Ombudsman.

Conclusion

Ockley Housing Association is committed to resolving complaints fairly and using feedback to improve services.

During 2025, we strengthened policies, including our Complaints Handling and Anti-Social Behaviour Policies.

Looking ahead to 2026, we will continue to focus on training, strengthening complaint handling practices, and embedding a culture of learning and continuous improvement across all services.

This report will be published on OHA's website and submitted to the Housing Ombudsman in accordance with the statutory requirements of the Complaint Handling Code.

Approved by the Management Committee

Date: 28 April 2026