

## Summary of Racing Homes Complaint Performance (2025)

Performance period 1<sup>st</sup> Jan 2025- 31<sup>st</sup> Dec 2025

The total number of complaints correspondence received for the period 1<sup>st</sup> January 2025- 31<sup>st</sup> December 2025:

- 9 new complaints

100% of complaints correspondence received were responded to within the timescale, as per Racing Homes Complaints Policy.

Of the 9 complaints:

- 7 (77.78%) were resolved at Stage One
- 2 (22.22%) was resolved at Stage Two
- 0 were escalated to the Housing Ombudsman

<b>Area within the organisation</b>	<b>Number of complaints</b>
Property Services & Responsive Repairs	<b>4</b>
Compliance, Programme works & Adaptations	
Out of Hours	
Cleaning Services	<b>1</b>
Grounds Maintenance	<b>2</b>
Rent, Service or other charges	<b>1</b>
Tenancy	
Handling of ASB	
Lettings or Transfer	
Support in Young Persons Accommodation	
Customer Service	
Other	<b>1</b>
<b>Total</b>	<b>9</b>

Of the 9 complaints:

- All have been responded to and closed
- 5 Complaints were **NOT** upheld
- 4 Complaints were upheld

Learning and changes made as a result of complaints raised:

- Improvement to process - amended the repairs that constitute an emergency repair poster and shortened the out of hours voicemail message
- Improved process with boiler repairs - engaged a new heating contractor in Malton and made alterations to ensure the boiler timer would run independently
- Improved process with repairs - purchased a supply of temporary heaters
- Improved facilities - provided additional drying facilities in Malton
- Improved process - discussions with gardening contractor for spring and winter provisions
- Improved process – legal advice for tenancy related issues to be obtained at Stage 1 of the complaints process

### **Trustee's response to Annual Complaints Performance**

Member Responsible for Complaints – Alice Moore (Racing Homes board member) with regards to the performance and complaint self-assessment:

*'I am satisfied that this provides a true reflection of what is covered within the Complaints Policy and shows that you are compliant with the code.'*