

The Friendly Almshouses

Annual Complaints Performance and Service Improvement at Friendly Almshouses (April 2025 - April 2026)
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Introduction

The Friendly Almshouses is a small housing provider. We own and manage 20 flats in Stockwell Park Road, London. We encourage residents to feedback about the service improvements through several methods:

- Through regular events, such as weekly coffee morning where a trustees is always in attendance, BBQs, as well as annual events where the residents can meet the manager and Trustees (i.e regular summer and Christmas events).
- Residents are encouraged to contact the Support Manager in person during office hours Monday to Friday 08:00 – 16:00 hours.
- Residents can make contact through coming into the office, text, call and email/letter.
- Annual reviews with trustees and manager support the residents in many ways including how to improve the standards and service provided to residents.
- In May 2024 we updated our Complaints Policy to comply with the Housing Ombudsman's new Complaints Handling Code, effective from April 2024. This policy is available on our website and in a hard copy via the scheme.

From April 2024 the Housing Ombudsman Service requires landlords to produce an Annual Complaints and Performance and Service Improvement Report. This includes any complaints we have received in the year and what actions we have taken in response to them.

Our complaints policy outlines our approach to dealing with complaints and importantly, helps us improve and learn from complaints where we can. We also use feedback from our annual reviews to make improvements to services.

Annual Self-Assessment

The new Complaints Handling Code came into effect from the 1st April 2024, we undertook a full review of our Complaints Policy to ensure compliance with the new code. The annual self-assessment of Complaints Handling Code can be viewed on our website.

During the period of April 2025 to April 2026 we received no complaints of ASB or any other kind.



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Having a support manager on site is beneficial for maintaining high levels of resident satisfaction and operational efficiency:

1.Immediate Response to Issues: An on-site support manager can address complaints and problems as they arise, providing immediate solutions. This reduces wait times for customers and minimises the impact of issues on operations.

2.Enhanced Communication: Having a dedicated point of contact for support fosters better communication between staff and customers. An on-site manager can relay feedback effectively and ensure that customer concerns are understood and addressed promptly.

3. Personalised Service: An onsite support manager can build relationships with customers, understanding their needs and preferences. This personalised approach can lead to improved resident satisfaction.

4. Proactive Problem Solving: With a manager present, potential issues can be identified and addressed before they escalate. This proactive stance can prevent minor complaints from turning into significant problems.

5. Team Support and Morale: An onsite manager can provide guidance and support to staff, fostering a positive work environment. This support can boost team morale and improve overall service delivery.

6.Consistency in Service: On site management ensures that the standards of service are consistently upheld. A support manager can train staff, monitor performance, and implement best practices to maintain quality.

7. Feedback: By being present with residents and staff, a support manager can gather valuable insights and feedback. This information can be used to improve processes, products, and services, driving continuous improvement.

8. Crisis Management: In times of crisis or unexpected challenges, having a support manager on site allows for quick decision making and implementation of contingency plans, ensuring that operations can continue smoothly.

The on site support manager is crucial for effectively managing complaints and problems, enhancing resident satisfaction, and ensuring operational success. Their presence can lead to a more responsive, efficient, and resident focused environment.



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Feedback from our residents has shown that they appreciate having a support manager on site to address their concerns immediately. This presence allows for quick and efficient resolution of repair and maintenance issues, preventing them from escalating into complaints. Residents feel more satisfied knowing that their needs are being handled promptly and effectively.

High Resident Satisfaction:
Our commitment to addressing resident concerns has resulted in a remarkable 100% satisfaction rate. Feedback indicates that residents feel their issues are understood and resolved quickly, which is a testament to our effective communication and responsiveness.

Transparency and Communication:
Residents can come to the office during office hours to speak with the support manager and the use of timely updates via text and phone calls regarding repair statuses has proven essential in building trust with our residents. This approach has not only informed residents about their service requests but has also cultivated a culture of transparency and trust. The residents' handbook provides a guide for the residents giving them a clear understanding of what items they are responsible for and what items are the landlords responsibility.

Engagement with the Board of Trustees:
The support manager ensures there is regular communication with the Chair of Trustees regarding the Charity's achievements, challenges, and areas for potential growth, leading to valuable discussions on enhancing the service for residents.

Service Improvements and Learning

Even with the positive outcomes residents are encouraged to voice their concerns using the complaints procedure. The weekly coffee mornings provide a platform that encourages open discussions between residents, staff and trustees.

Strengthening Policies:
The refinement of our complaints policy to align with the Complaint Handling Code will continue to be a focus. We will ensure that all procedures are well-documented and easily accessible, which aligns with our transparency goals.

Conclusion

Over the next 12 months, we are committed to maintaining the service plan that has garnered positive feedback from our residents. We recognise the importance of continuous improvement and are dedicated to actively listening to and addressing complaints or feedback whether formal or informal that our residents may have. Our goal is to enhance resident satisfaction and ensure that our service consistently meet their needs and expectations.



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Board Response

This report was shared with the Board of Trustees on 7 September 2026. The following summarises the Trustees response to this report.

The Board of Trustees receives regular performance reports from the Support Manager at The Friendly Almshouses. We are satisfied with the approach to complaint handling. It remains a high priority for the Board of Trustees to ensure that we are compliant with the Complaint Handling Code, evidenced in the 2025-2026 self-assessment and Complaints Performance and Service Improvement Report.

During the next 12 months, we expect to maintain the high level of service provided to residents and are confident that the Support Manager will continue to learn from any complaints or feedback received from residents, be it formal or informal.

The Board of Trustees also supports a formal annual review with residents, which helps to highlight where residents may be dissatisfied with services but have not raised a complaint individually.