

Dear Colleagues/Members

24 June 2026

Annual Complaints Performance and Service Improvement Report

As Chair of the Management Committee, I have received and reviewed the Annual Complaints Performance and Service Improvement Report for 2025/26.

Firstly, I am pleased that our new Complaints Policy is now fully embedded and that it provides our members with a clear voice and a structured way to raise concerns.

The total number of complaints received over the last two years remains low. Although we hope residents do not feel the need to complain about our services, it is important that members feel able to tell us when something has not gone as it should. The complaints process is a useful way to inform us of any concerns, and we remain committed to using this information to learn more about our services and how we can improve them.

Secondly, I am also pleased that the Tenant Perception Survey was carried out in early 2026. We are currently analysing the results of the survey as we look forward to gaining a better understanding of residents' experiences of our services and identifying where improvements can be made for the benefit of our customers.

I am reassured to see important areas of our service have been highlighted for improvement and I am pleased to hear our new Anti-social Behaviour Policy will soon be reviewed by the Management Committee for approval. This is a good example of how we have listened to our members' concerns, reviewed our approaches and moved quickly to shape a better service for our residents.

Finally, I would like to place on record my gratitude to our members for participating in this year's Tenant Perception Survey and I encourage all our members to complete the survey when it is released next year.

Yours sincerely

Jamie Moody

Chair of the Management Committee

Kirkdale Housing Cooperative