

## Mount Green Housing Association Annual Complaints Performance and Service Improvement Report 2024-25



### 1. INTRODUCTION

- 1.1. This report provides a summary of Mount Green Housing Association's complaints and service improvements in 2024/25. You can read about Stonewater Housing Association's complaints performance [here](#).

### 2. SELF-ASSESSMENT AGAINST THE COMPLAINT HANDLING CODE

- 2.1 Our self-assessment outlines our compliance with the Complaint Handling Code [here](#).

### 3. A QUALITATIVE AND QUANTITATIVE ANALYSIS OF OUR COMPLAINT HANDLING PERFORMANCE

#### *Volume of complaints*

- 3.1 In 2024-25, we received 316 new complaints, a 38% increase on the previous year. Stage 2 complaint have seen an 100% increase year on year in Stage 2 complaints. This is consistent with the sector trends and the HOS's expectations for further rises in complaint volumes in 2024/25.

| Complaint Area                           | 2024-25 | 2023-24 | 2022-23 | 2021-22 | % increase 23-24 to 24-25 |
|------------------------------------------|---------|---------|---------|---------|---------------------------|
| Stage 1                                  | 316     | 231     | 117     | 85      | 38%                       |
| Stage 2                                  | 112     | 56      | 26      | 22      | 100%                      |
| Total number of complaint investigations | 428     | 311     | 153     | 114     | 38%                       |

- 3.2 32% of complaints opened in 2024-25 escalated to Stage 2 up until 31 March 2025. A focus for 2025-26 will be to reduce escalations by improving the quality of Stage 1 complaints and ensuring commitments are tracked and completed.

#### *Complaints by tenure*

- 3.3 The breakdown of complaints by tenure - Low-Cost Rental Accommodation (LCRA), Low-Cost Home Ownership (LCHO) & other - breaks down as:

| Complaint Area | 2024-25 | LCRA | %      | LCHO | %     | Other | %     |
|----------------|---------|------|--------|------|-------|-------|-------|
| Stage 1        | 316     | 289  | 91.46% | 20   | 6.33% | 7     | 2.22% |
| Stage 2        | 112     | 96   | 85.71% | 11   | 9.82% | 5     | 4.46% |

- 3.4 The percentage of Stage 1 complaints for LCHO residents has decreased 3% since 2023-24 and the proportion of LCRA has increased nearly 6%. LCHO homes make up 11% of our homes so we see a lower percentage of

complaints from this group of residents, but a high proportion escalate to Stage 2.

- 3.5 We've identified that this is because of a lack of expertise amongst Stage 1 investigating officers dealing with LCHO complaints. Recognising where we need to get managers involved earlier in the process will help negate this, and is now embedded into our ways of working.

#### *Complaints by service*

- 3.6 We have seen a 5% decrease in the percentage of complaints from our Independent Living residents from 21% in 23-24 to 16% in 24-25. Independent Living Schemes are designed with the needs of older people in mind and make up about 17% of our properties so the percentage of complaints is in line with the proportion of stock.
- 3.7 We knew from resident feedback that there was a rise in dissatisfaction due to a reduction in staff managing these schemes. In 2024-25 we introduced an Independent Living & Supported Housing Manager to better support the Independent Living Officers with service delivery. The team have been focusing this year on increasing resident engagement through meetings and events.

#### *Complaints by category*

- 3.8 58% of new complaints in 2024-25 were due to repairs issues and 12% due to maintenance issues (planned works), this is in line with the previous year. Neighbourhoods (which covers management of antisocial behaviour, neighbourhood disputes and parking issues) and Income (which includes rents and service charge) were the next most common at 13% and 7% respectively.
- 3.9 At Stage 1, repair delays (30%), contractor communication (12%), Mount Green communication (11%), repair standard (9%), service charge (5%) are the most common complaint themes.
- 3.10 At Stage 2, repair delays (25%), Mount Green communication (13%), dissatisfaction with the Stage 1 compensation offer (13%), repair standard (11%), poor contractor communication (10%) are the most common themes for escalating.
- 3.11 Where complaints escalate it tends to be due to a delay with the action plan set out at Stage 1, such as appointment issues, which further delays a repair. We will be working to reduce Stage 2 escalations by utilising the Stonewater Commitment Tracker so we can better log and monitor actions from complaints.
- 3.12 70% of complaints who requested a compensation review through their escalation were upheld, with 30% being partially upheld. Recognising the service failures and offering the right level of compensation at Stage 1 will reduce the escalation rate. We will continue our work utilising the Stonewater compensation matrix to ensure fair and consistent compensation payments.
- 3.13 We see a high escalation rate for complaints about damp and mould and dissatisfaction with the standard of a repair. As we work more closely with Stonewater on managing Damp, Mould and Condensation cases and introduce

the Direct Labour Organisation to undertake our repair, we aim to improve resolution of these more complex complaints.

- 3.14 There is also a trend showing that complaints about communication escalate to Stage 2. In 2025-26 all calls will go through the contact centre including repairs calls which were previously managed directly by our contractors. By centralising this function and raising repair jobs through our Housing Management System, staff will have oversight of repair jobs to be able to better inform residents.

#### *Complaint response timeframes*

- 3.15 96.44% of all Stage 1 and 96.19% of all Stage 2 complaints were acknowledged within policy timeframe. This aligns with Stonewater's performance of 97.41% at Stage 1 and 98.25% at Stage 2.

|         | % Responded to within Complaint Handling Code timelines |         |
|---------|---------------------------------------------------------|---------|
|         | 2024-25                                                 | 2023-24 |
| Stage 1 | 96.44%                                                  | 93.94%  |
| Stage 2 | 96.19%                                                  | 98.21%  |

- 3.16 96.44% of all Stage 1 and 96.19% of all Stage 2 complaints were responded to within policy timeframe.

#### *Customer Satisfaction – Tenant Satisfaction Measures (TSM)*

- 3.17 34.7% of LCRA residents are satisfied with Mount Green's complaint handling in the TSM survey. This is an increase from 2023/24 when 30% of customers reported their satisfaction.
- 3.18 This reflects additional training put in place for staff which highlighted the importance of speaking with residents to find a resolution and if there is service failure, ensuring suitable redress is provided in line with the Compensation Policy.

You can read more about our TSM performance and improvement plans on our [website](#).

#### *Customer satisfaction- transactional surveys*

- 3.19 Mount Green email transactional surveys following a complaint response. 30 residents have provided feedback via this method and 33.33% of these residents were satisfied with our handling of their complaint. To drive improvements, customers have told us about the importance of completing commitments promptly. As a result, we will adopt Stonewater's Commitment Tracker in 2025/26.
- 3.20 We are currently recruiting residents to join the Customer Complaint Learning Panel (CCLP) to ensure that our resident voice is driving better service delivery in complaint handling. A focus for 2024-25 will be to start doing phone surveys so we can gather feedback from more residents following their complaints.

*Rejected complaints recorded*

- 3.25. Mount Green did not accept four complaints in 2024-25 in line with the HOS' Complaint Handling Code. One complaint was over 12 months old, and three complaints were service requests linked to Anti- Social Behaviour.

**4. FINDINGS OF NON-COMPLIANCE WITH THE CODE BY THE HOS**

- 4.1 The HOS made no findings of Mount Green non-compliance with the Code.
- 4.2 Mount Green has received no Complaint Handling Failure Orders (CHFOs) in 2024/25.

**5. HOS DETERMINATIONS FOR MOUNT GREEN COMPLAINTS IN 2024/25**

- 5.1 In 2024/25, Mount Green received the following HOS findings:

|                                                                          |   |
|--------------------------------------------------------------------------|---|
| Total Determinations Received (No of cases completing HOS investigation) | 2 |
| Total number of findings across 2 determinations                         | 4 |
| <b>Breakdown of findings:</b>                                            |   |
| Severe Maladministration                                                 | 0 |
| Maladministration                                                        | 2 |
| Service Failure                                                          | 2 |
| Reasonable Redress                                                       | 0 |
| No Maladministration                                                     | 0 |

- 5.2 Mount Green's maladministration rate is 100%, compared with 75% in 2023/24. This year's maladministration rate is based on just four findings across two determinations. This means it will not be published by the HOS as the number of findings is below five.
- 5.3 Nonetheless, we are committed to improving our ways of working to prevent maladministration in the future. This is now supported via the Group's HOS team, ensuring we keep the highest standards and benefit from specialist support.
- 5.4 In these two cases, service failure and maladministration were found relating to:
- Maladministration in the handling of resident's reports of repairs
  - Service failure in relation to complaint handling

All orders were adhered to and met within the HOS' timelines.

**6. SERVICE IMPROVEMENTS MADE AS A RESULT OF THE LEARNING FROM COMPLAINTS**

- 6.1 Learning from complaints is an organisational priority. To make sure we do this well, we convene a cross-departmental weekly meetings discuss cases,

learning and potential service improvements. Improvements in 2024-25 included:

## **6.2 Repairs & Maintenance**

- 6.2.1 Where there are more complex repair issues in a home with several repairs needed, projects can be challenging to manage and deliver. A new structure in our property team includes surveyors who scope and post inspect complex repairs. This is improving the quality and pace of our delivery.
- 6.2.2 Mount Green started working with Stonewater's specialist Damp and Mould team to manage new cases of Damp, Mould and Condensation and improve how we are tracking cases through the Housing Management System.

## **6.3 Neighbourhoods & Customer Experience**

- 6.3.1 There was an increase in complaints about our long call queue times to speak with Customer Service in 2023-24. For 2025-26 all calls will be taken by the Group contact centre extending the opening hours available to residents to contact us.
- 6.3.2 Where complaints are more complex, and are multi-departmental, involving large projects of works or decants, we have identified the need for a single point of contact for residents. We are recruiting a Specialist Resident Liaison Officer to support more vulnerable residents in these situations in 2025-26.

## **6.4 Complaints Handling**

- 6.4.1 In April 2024, we merged our Complaints, Compliments and Comments Policy with Stonewater and adopted the Group Compensation Policy. Training sessions were held to support staff members with understanding the changes set out in the new policies.
- 4.4.1 HOS feedback identified offering compensation in line with HOS' guidance as a priority for improvement. This year, we adopted the Stonewater compensation matrix which ensures consistency and that we provide compensation in line with the HOS' requirements.

## **7. ANY ANNUAL REPORT ABOUT THE LANDLORD'S PERFORMANCE FROM THE HOS**

- 7.1 The 2024-25 HOS landlord performance report for Stonewater Group including Mount Green is available [here](#).

## **8. OTHER RELEVANT REPORTS OR PUBLICATIONS PRODUCED BY THE HOS IN RELATION TO THE WORK OF MOUNT GREEN**

- 8.1 The HOS produced no other reports or publications in relation to our work.

## **9. BOARD STATEMENT**

- 9.1 Juliana Crowe, our Member Responsible for Complaints, has published the below statement on our website. This is available [here](#).

On behalf of the Mount Green Housing Association Board, I'm delighted to share our annual complaints performance and service improvement report with our residents and stakeholders. This year's report reflects the strides we've made over the last 12 months as we've adopted our ways of working as part of the Stonewater Group.

As part of our transformation, we've adopted a joint Complaints, Compliments and Comments Policy for the Group, as well as implementing shared procedures and using Stonewater's systems. It is particularly pleasing to see that we've kept our customer focus throughout this journey and maintained our high performance in terms of complaints responded to on time. This is an important way in which we can ensure we rectify any mistakes quickly and continue to provide the best possible service to our residents.

We're delighted to see our sustained focus on learning from complaints, with improvements embedded across our repairs, customer experience and complaint handling services. We're particularly excited about the introduction of our In House Maintenance Team for responsive repairs, which we believe will decrease complaints about our repairs over time. The adoption of key tools like Stonewater's Complaints Commitment Tracker will ensure complaint actions are completed on time and we look forward to further progress in 2025/26.

It's vital that we do everything possible to support vulnerable residents and we're really keen to see the impact of the new Specialist Resident Liaison Role, which has been put in place as part of our commitment to ensuring we make reasonable adjustments appropriately.

We note with interest that whilst we experienced an overall increase in new complaints in line with the wider sector, Stonewater itself saw a 10% decrease in stage 1s across the year. The opportunity to learn and share best practice between Mount Green and the Group is exciting and we're delighted to see our teams working together to deliver the best possible service.

We're looking forward to further progress in 2025/26 including ensuring greater customer involvement and engagement in our complaints service as part of the Customer Complaints Learning Panel. To get involved, please contact [customer.engagement@stonewater.org](mailto:customer.engagement@stonewater.org).

We also want to take this opportunity to say once again how committed we are to improving our complaints service. We take the feedback from residents about their satisfaction with the service, alongside the Ombudsman's findings, seriously.

Ensuring improvements in 2025/26 is our priority.

## **10. TO LEARN MORE OR GET INVOLVED**

- 10.1 To find out more about our complaints service, <https://www.mountgreen.org.uk/contact-us/complaints-and-feedback/>.
- 10.2 You can learn more about Stonewater Group's approach to complaints and their Complaints Performance and Service Improvement report [here](#).

