

Eden Housing Association – Governing Body’s Response

At its meeting on 22 September 2026, Eden Housing Association’s Board reviewed the Annual Complaints Performance and Service Improvement Report, the Complaint Handling Code Self-Assessment, the revised Complaints Policy and supporting documents. We are satisfied that Eden Housing Association has undertaken appropriate scrutiny and challenge of its complaint handling arrangements and is compliant with the Housing Ombudsman’s Complaint Handling Code.

We have considered the evidence presented and challenged it to assure ourselves that the Association’s complaint handling arrangements are effective, fair, accessible and compliant with the Code. In doing so, we have scrutinised and challenged the evidence provided and reviewed the actions taken and planned in response to the findings.

We welcome the continued commitment to a positive complaint handling culture, which recognises complaints as a valuable source of resident insight, assurance and service improvement. This supports the Association’s approach of encouraging residents to raise concerns and provide feedback.

During the reporting period from April 2025 to March 2026, Eden Housing Association logged 44 complaints, with none refused or referred to the Housing Ombudsman. There were no findings of non-compliance, Ombudsman reports or determinations. We also note strong compliance with the Code’s response timescales.

We have considered key complaint themes, particularly repairs, maintenance and contractor performance, and support continued action to address root causes, improve communication and strengthen contractor oversight.

We recognise the work undertaken to strengthen complaint handling, which includes:

- Expanding the Complaints and Resolutions Officer role to increase capacity and oversight.
- Enhancing staff training, awareness and complaint journey mapping.
- Increasing scrutiny through the Complaints Panel and Scrutiny Audit Panel.
- Improving resident communication and strengthening arrangements for learning, action tracking and service improvement.

We particularly support the focus on learning from complaints and note improvements made from resident feedback, including contractor communications, communal area management, resident engagement and staff training.

We have reviewed the revised Complaints Policy and note that it strengthens alignment with the Code, removes potential barriers to complaints and escalation, reinforces resident rights and supports stronger governance, oversight and learning.

We are satisfied that effective governance and scrutiny arrangements are in place through the Member Responsible for Complaints, Complaints Panel, Scrutiny Audit Panel and Operations and Consumer Committee. As a Board, we are confident that we will continue to receive regular updates on performance, learning, improvement actions and Code compliance.

Looking ahead, we support the key priorities within the 2026/27 Service Improvement Plan, including:

- Strengthening early resolution and response timeliness.
- Embedding learning and improving access, fairness and inclusivity.
- Implementing Customer Central and maintaining effective scrutiny and oversight.
- Reviewing compliance with the updated Remedies and Compensation Policy.

We remain committed to using complaints to drive learning, improve services and support better resident outcomes, while maintaining compliance with the Housing Ombudsman, the Regulator of Social Housing and wider consumer standards. The Board approves the Annual Complaints Performance and Service Improvement Report, the Complaint Handling Code Self-Assessment and this Governing Body Response for publication.