



Housing
Ombudsman Service



Complaints Performance and Annual Report 2023/24

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This report provides details on activity relating to complaints that J & M Residential Lettings Limited has dealt with in the Financial Year 2023/24.

It looks at the response and outcomes to these complaints and any lessons learned. This report is to be read alongside the self-assessment return and the complaints policy. We report annually in line with the Complaint Handling Code issued by the Housing Ombudsman. In May 2024, we also undertook a customer survey to get their feedback and views about how we have performed in the past year. The results of this survey and the complaints review were reported to the Governing Board.

Our Performance

During the year, we have dealt with 1 complaint at the review stage, with no complaints requiring further escalation. The complaint related to excess moisture / condensation in the bathroom which resulted with the installation of a plastic ceiling and fitting a humidity fan which resolved the issue.

TSM

We undertook a tenant satisfaction survey in March 2024. We had 100 responses (66% of tenants at the time). 95% were overall satisfied with the service delivered by J & M Residential Lettings Limited. Other positive responses included 99% of residents were satisfied with the quality of their home & that 98% were very satisfied with the level of repairs carried out their landlord including the response time to these repairs. J & M Residential Lettings Limited achieved a 98% satisfied response to reports of Anti-Social Behavior.

Our lowest score of was in relation to the neighborhood of where our residents live which is beyond the control of J & M Residential Lettings Limited due to not owning sufficient stock to have an impact in any one area.

Tenants reported a 98% very satisfied response when J & M Residential Lettings Limited listens to tenants views and needs.

Our goal is to achieve a 100% very satisfied response moving forward in every area.

Governing Body Response

We have reviewed the information and records provided and we are very pleased with how the portfolio is managed on a proactive basis to ensure that if any issues are raised they are dealt with swiftly and this is reflected in our TSM survey results.