



Homes &
Communities
Agency

Housing
Ombudsman Service



Complaints Performance and Annual Report 2024/25

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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 2024/25.

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 June / July/ August 2025, 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 had no complaints at the review stage and no complaints requiring further escalation.

We undertook a tenant satisfaction survey in June / July / August 2025. We had 87 responses (64% of tenants at the time). 98% 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, 98% were very satisfied with our repair service response times & 98% were very satisfied with how J & M Residential Lettings Limited listen and our approach to handling 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.