

JMHA

J & M Residential Lettings Limited trading as JMHA

Board Response to the Annual Complaints Performance & Service Improvement Report 2025/26

Organisation	J & M Residential Lettings Limited trading as JMHA
Reporting period	6 April 2025 to 5 April 2026
Prepared	25 August 2026
Board	Board of Directors
MRC	Jovita Camden-Clarke - Complaints Review Director
Status	For signature / publication after approval

Board response

The Board of Directors of J & M Residential Lettings Limited has reviewed and scrutinised JMHA's Annual Complaints Performance & Service Improvement Report for 2025/26 and the accompanying self-assessment against the statutory Housing Ombudsman Complaint Handling Code 2024.

The Board notes that JMHA received no formal Stage 1 complaints, no Stage 2 escalations and refused no complaints during the reporting period. There were no Housing Ombudsman determinations, findings of non-compliance, orders or recommendations concerning JMHA. The Board also recognises that a nil complaint year must not be treated as proof that residents face no service issues or barriers to complaining.

The Board has therefore considered the accessibility of JMHA's complaint routes and is satisfied that the revised policy permits complaints in any way and to any member of staff, provides multiple direct channels, allows representatives and reasonable adjustments, and clearly signposts the Housing Ombudsman.

The Board welcomes the proactive improvements made through this review, including clearer Stage 1 and Stage 2 requirements, independent Stage 2 consideration, stronger extension and Ombudsman signposting, clearer record keeping and remedies, and improved website publication/version control.

MRC assurance

Jovita Camden-Clarke, as Member Responsible for Complaints (MRC), has reviewed the self-assessment and supporting complaint-handling documents and has had access to the information required to test whether the assessment reflects JMHA's intended complaint-handling practice. The MRC is satisfied that the self-assessment is an accurate statement of JMHA's current arrangements, subject to those arrangements continuing to be applied in practice.

The Board expects the Complaint Officer and MRC to keep complaint accessibility and performance under review, to report complaints and learning during the year, and to bring any material compliance concern promptly to the Board.

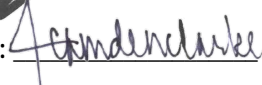
Board conclusion

Having reviewed the annual report and self-assessment, the Board approves them for publication and for use in JMHA's annual submission to the Housing Ombudsman. The Board remains committed to a positive complaint-handling culture in which residents can raise dissatisfaction without disadvantage and JMHA uses complaints to put matters right and improve services.

Signatures

For and on behalf of the Board of Directors:

Mark Camden-Clarke, Founder & Managing Director:  Date: 25-08-2026

Jovita Camden-Clarke, Complaints Review Director / MRC:  Date: 25-08-2026