

Grosvenor Hart Homes:

Annual Complaints Performance and  
Service Improvement Report 2023-24



GROSVENOR

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## Annual Complaints Performance and Service Improvement Report 2023-24

### Introduction

In accordance with the Housing Ombudsman Service (HOS) Complaint Handling Code 2024, members are required to provide an annual complaints performance and service improvement report. Between August 2023 and March 2024, Grosvenor Hart Homes (GHH) was a voluntary member of the HOS scheme and contained within this report is confirmation that GHH received no complaints during this period. Future annual complaints performance and service improvements reports will include an overview of performance, key themes, learning from complaints and any formal Housing Ombudsman determinations. This has not been possible for 2023/24 report, due to there being no complaints received during the reporting period.

### Grosvenor Hart Homes 2023-24 - Context

Across the reporting period of 2023-24, GHH had a total of 29 properties in central Chester. 22 of these properties are for letting as affordable housing at intermediate rents and the remaining seven are market rent properties.

At the end of the reporting period of March 2024, 16 GHH properties were tenanted with tenure types as follows:

- 11 affordable properties
- 5 market rent properties

During the reporting period and in subsequent months, the properties were undergoing a comprehensive refurbishment programme. GHH was also in the process of application for registration with the Regulator of Social Housing (RSH) to become a Registered Provider of Social Housing. Registration was granted by the Regulator to Grosvenor Hart Homes Limited on 6<sup>th</sup> June 2024.

However, it should be noted that currently no GHH properties sit within the GHH regulated entity, Grosvenor Hart Homes Limited, and as of March 2024, all GHH properties were held within a separate non-registered provider entity, GHH (POC) Limited. GHH will be transferring its affordable housing properties into its regulated entity (Grosvenor Hart Homes Limited) over the course of the 2024-2025 financial year.

The HOS Complaint Handling Code Self-Assessment will be repeated within 12 weeks of the regulated entity going live.

To support its aim of promoting best practice and improving services for its tenants, prior to registration with the Regulator, GHH registered as a voluntary member of the Housing Ombudsman Service scheme in August 2023.

### GHH Complaints Reports 2023-24

During the reporting period, GHH registered **zero** complaints from its tenants.

## Learning and Service Improvements

Effective complaint handling is a key priority for GHH, and we are committed to establishing a positive and transparent complaint handling process. We consider that the fact that we had no complaints in the reporting period of 2023-24 was primarily the result of the low number of tenants across the year in question, with the first GHH tenants only moving into refurbished GHH properties part way through the reporting year in question. We hope it is also due to the quality of service provided.

We recognise that it is important to make sure that the low number of complaints registered is not a result of an inaccessible complaints policy and/or the fact that GHH tenants are not aware of how to register a complaint with their landlord, or do not feel they can. GHH commits to working to ensure tenants face no barriers to making a complaint.

We have undertaken steps to ensure that information about our complaints policy and two-stage complaints procedure is accessible to our tenants.

In preparation for becoming ready to operate as an RP and meet the requirements of the RSH and other bodies including the Housing Ombudsman, GHH has been carrying out extensive work to develop and improve its operational procedures. This has included updating the GHH Complaints Policy and developing our complaints procedures in line with the Housing Ombudsman Complaint Handling Code published in 2024.

### Key elements of this work include:

- Promoting our Complaints Policy and procedures to GHH tenants through future website content, the GHH tenant handbook and other tenant engagement platforms, and ensuring that when our tenants register their dissatisfaction with GHH, they are always given information about how to formally register their dissatisfaction as a complaint if they wish to do so.
- Ensuring GHH tenants are aware of the Housing Ombudsman and its role in ensuring GHH follows its complaints procedure in line with the Complaint Handling Code.
- Working to strengthen GHH complaints procedures in line with the requirements of the Complaint Handling Code.
- Undertaking all-staff training on the GHH Complaints Policy and procedures.
- Ensuring GHH meaningfully embeds equality, diversity and inclusion requirements within how we approach and deal with complaints.
- Commissioning an advisory firm to undertake an internal audit programme of GHH over a 3-year period, including carrying out an internal audit of GHH's operational readiness prior to GHH operating as an RP.
- Developing an RP-Standard GHH website to be rolled out in early 2025.
- Implementing a specialist web-based housing case management system to manage tenancies and key housing related procedures as part of creating a robust knowledge and information management system.
- Carrying out a board-level review of key operational policies including the GHH Complaints Policy within our first year as operating as an RP, with input from a stakeholder group of GHH tenants.
- Ensuring GHH remains abreast of developments across the housing sector, auditing and tweaking our complaints policies and procedures to ensure they reflect evolving regulatory requirements and best practice- for example, swiftly implementing any requirements of Awaab's Law and the regulator's new Consumer Standards as well as putting in place an action plan to ensure compliance with the Housing Ombudsman's recommendations around improving Knowledge and Information Management in its "Spotlight on: Knowledge and Information Management (KIM)" and managing damp and mould reports as per the Ombudsman's "Spotlight on: Damp and Mould" report.

- Embedding 'lessons learnt' as a key step in the GHH complaints procedure
- Gathering customer feedback to inform regular lessons learnt sessions across GHH support services and housing operations.
- Ensuring these lessons learnt are scrutinised across the GHH team and Board and tangible improvement actions are put in place as a result.
- Sharing key operational data with the GHH Board, including around complaints, via a monthly dashboard.
- Implementing the GHH Customer Voice Framework, involving a regular Customer 'Scrutiny Panel', surveys at key points of the tenant journey, regulator mandated Tenant Satisfaction Measures and maintaining an 'open door' policy for customer feedback.
- Submission of an operational update report from the Housing Director as a standard item to GHH Board meetings.

**The GHH Board have considered this report and have responded with the commentary:**

The GHH Board have considered and approved GHH's annual self-assessment against the Housing Ombudsman Code and approved a revised Complaints Policy as a result of the self-assessment in June 2024. The Board have reviewed the 2023-24 Complaints Performance and Service Improvement Report and note the progress made in putting an effective complaints approach in place in our early stages. The Board has satisfied itself of the fact that there no complaints registered in the reporting period due to the small number of tenants and not as a result of tenants' having limited opportunities and access to raise complaints. The GHH Board is committed to creating a culture in the organisation where complaints are owned, effectively managed and are viewed as opportunities to learn and improve.

Peter Vernon  
Chair of the GHH Board