

In my role as the nominated board member having responsibility for complaints, I have appraised the Self-Assessment and Complaints reports which were well prepared by the Director of Housing (DoH), Gill Peckham. The Assessment report complies with the requirements, is evidenced appropriately and supportive explanations are given where deemed necessary. Policies TO1H (Complaints) and TO2 (ASB) were reviewed and updated during 2025. It is clear that the DoH, the Scheme Managers and the Tenant Support Manager have engaged swiftly and diligently with the concerns/service requests of tenants throughout the year.

Across the assessment reporting period there was only one stage 1 complaint, the complaint was investigated and upheld. There were no stage 2 complaints; eleven service requests were recorded and actioned.

I am satisfied that across all five CESSA HA owned sites covering 191 units:

- i) All service requests/complaints were quickly acknowledged and action taken within the set requisite period, and notably, often on the same day of a request being made.
- ii) There were no major issues and mostly minor in nature. One request took longer than the average time scale due to outside contractors having to be brought in, their timing was outside of the Association's control. However, the timescale was reasonable for the service needed.
- iii) Records show that requests were actioned appropriately and tenants satisfied with outcomes.
- iv) Seven thank you letters were also received and copies distributed to team members as appropriate.
- v) The complaints process is continually monitored and reviewed to ensure it remains accessible and understood by tenants.

It is with great pleasure that I commend the housing team for their due diligence, tenant service management, and overall commitment to their roles within the Association; this is evident from the very low numbers of service requests for 2025 and the thank you letters received.



GRETA GRINDELL

Director/Board Member CESSA HA

23rd February 2026