



Chair of Board Response to Annual Complaints Performance and Service Improvement Report 2024/2025

One of Nehemiah's objectives is to 'provide excellent tenant service with respect'. However, we recognise that there are occasions when we don't always get it right. But we endeavour to learn and improve from our tenants' interactions with us, and our policy developments.

The Board receives and reviews information about how we are performing in our regular meetings and reflect on our tenant's input into how this can be achieved.

The Board are committed to listening to our tenants through their complaints and learning any lessons which can impact on service improvements throughout the year.

Nehemiah has a Board Member Responsible for complaint (MRC) in line with the Housing Ombudsman requirement. The Chair of our Operations Committee occupies this position and reports to the Board as part of feedback and updates.

I have reviewed the annual complaints performance report and self-assessment (against the Housing Ombudsman complaints handling code). During the year to 31/03/2025 Nehemiah received 44 complaints compared to 58 for the same period in 2024; this represents 37 stages 1 and 7 stage 2 complaints.

We are pleased that our tenants have the confidence to report their concerns to us, giving us an opportunity to review and put things right. In our aim to be transparent, accountable and reflect the influence of our tenants, we have shared our complaints

performance report with them via our website as well as in the Tenants Annual Report for year ended 31 March 2025.

During this year, Nehemiah has engaged with our tenants in several ways to ensure that we continuously improve services and to hear their voices. This has been achieved some of the following ways:

- Fortnightly complaints management meeting with leadership team and investigating officers
- consultation on changes to the Complaints, Compliment and Comments policy
- Central logging for tracking of complaints
- Extracting lessons learnt and as a result implementing service improvement
- Regular monitoring of contractors' performance and offering feedback where required
- Training for our staff on the complaints policy and changes introduced by the Housing Ombudsman Complaints Handling Code in April 2024.

During the reporting period there have been no determinations issued by the Housing Ombudsman. And Nehemiah continues to be compliant with the Housing Ombudsman Complaint Handling Code 2024.

Tenants' complaints remain a key performance indicator that is monitored to ensure that the voice of our tenants are listened to and acted on in terms of demonstrating lessons learnt for continuously improving our services.

On behalf of the Board, I would like to express thanks to all the staff for all their hard work in providing a good service to our tenants and adjusting to the lessons learnt from each complaint made.

The Chair of Board of Nehemiah Housing – September 2025