



Annual Complaints

Performance and Service

Improvement Report

Reporting Period

1st April 2025 – 31st March 2026

1. Board and Officers for complaints

- i. Alistair How Encircle Housing Board – Chair
- ii. Peter Aviston Managing Director, Encircle Housing – Member Responsible for Complaints
- iii. Sonya Duper Business Manager, Encircle Housing – Complaints Officer

2. Executive Summary

The Encircle Board and Encircle Housing (EH) staff are committed to providing a high-quality service for our customers, and working in an open, honest and accountable way that builds trust and respect. All staff within the organisation are briefed on EH's Complaints Policy, and its application to their work. One of the ways in which we can continue to improve our service is by listening to and learning from the views of our customers, responding positively and with empathy to complaints, and managing any concerns raised efficiently and fairly to ensure a successful and satisfactory outcome for all parties.

For the reporting period 1st April 2025 to 31st March 2026 we received and dealt with the following:

	2024/2025	2025/2026
Number of Stage 1 Complaints Received	6	13
Number of Stage 2 Complaints Received	0	0
Number of Complaints Accepted and Investigated	100%	100%
Number of Complaint Handling Failure Orders issued by the Housing Ombudsman	0	0

- Thirteen Stage 1 complaints were received. Twelve of these complaints were responded to, and resolved within Stage 1 timelines, as per our Complaints Policy. One was responded to four working days after required closing date.

Eleven complaints related to the same issue at one of our homeless service properties and were received at the same time. The long-standing concierge security staff had been replaced with new staff without notice to them, the care provider or Encircle Housing. This caused distress for some of our tenants who had grown to trust them and had developed good relationships. We requested the reinstatement of the regular personnel, which the concierge company honored.

Two complaints related to our Repairs & Maintenance service. One was against an Encircle Housing appointed external contractor and one was for the poor condition of stair carpet.

All complaints were upheld.

- No Stage 2 complaints were received.
- No complaints were refused.
- No complaint handling failure Orders were received from the Housing Ombudsman (HO).

3. Customer Satisfaction

Encircle Housing is a Registered Provider with fewer than 1,000 homes. We have chosen to collect Tenant Satisfaction Measures (TSM's) data every two years.

During summer 2025, we carried out our Tenant Satisfaction Surveys to understand tenants' experiences of our services and identify areas for improvement. The survey consisted of 20 questions, including the 12 tenant perception measures required under the Government's Tenant Satisfaction Measures framework. 220 completed Tenant Satisfaction Surveys were received.

Response to how Encircle Housing handles a complaint.



The 2024 version of the HO Complaints Handling Code has been used as the basis for reporting against the Regulator of Social Housing's new Tenant Satisfaction Measures (TSM's). TSM CH01 and CH02 data reported for the year 1st April 2025 to 31st March 2026 comply with requirements set out within the HO 2024 Code.

EH is a small housing association (less than 1000 units) and we are reporting our annual performance for 2025/26 against the new TSM's. The board self-assessed itself against the HO Complaints Handling Code and the performance results for 2025/26 were considered and approved by the Encircle Board at its meeting 29th April 2026.

Our TSM's performance for Standards CH01 and CH02 for the period 1st April 2025 to 31st March 2026 are reported below:

TSM Code	Standard	KPI's	Justification	Standard Outcome
CH01	Number of stage 1 complaints received (<i>per 1,000 homes</i>): 1. Stage 1 2. Stage 2	18.6 Nil	The calculation for this KPI is based on the HO 2024 Complaints Code (13 complaints/700 units, exc. NI and Wales, in management at Y/E)	Meeting target
CH02	Complaints responded to within Complaint Handling Code timescales (%): 1. Stage 1 2. Stage 2	92% N/A	The calculation for this KPI is based on the HO 2024 Complaints Code	Meeting target

4. Service Improvements

Encircle Housing continually strives to provide excellent customer services to our tenants, partners, and wider customers. We will keep our customers, their advocates, and personal representatives regularly updated regarding any concerns we receive until they are resolved.

- i. Our Senior Management Team carry out quarterly reviews of all complaints, recoding all learning outcomes and improvements to appraise and look at how we can improve the services we provide.
- ii. Our Board receive a summary of complaints quarterly and annually from the Managing Director who is our appointed Member Responsible for Complaints to assure Board that complaint handling within Encircle Housing promotes service improvement to our customers and learning / business improvement for the organisation.
- iii. Encircle Housing have implemented a lesson(s) learnt action plan following the closure of a complaint to ensure that changes in our services are embedded to avoid future complaints of a similar nature.
- iv. All staff receive training on how to handle / report a complaint. Everyone who manages a complaint has access to additional complaints process flowcharts to ensure compliance with Housing Ombudsman Services' Complaint Handling Code 2024 and our published Complaints Policy.



Managing Director & Member Responsible for Complaints
24 June 2026