

Rentplus Homes Limited

Annual Complaints Performance and Service Improvement Report 2025

Reporting Period: 2025

1. Introduction

This report provides an overview of complaint handling performance at Rentplus Homes Limited during 2025 and reviews compliance with the Housing Ombudsman Complaint Handling Code (2024).

The report considers:

- Complaint volumes and outcomes
- Compliance with complaint handling timescales
- Learning from complaints
- Service improvements implemented
- Overall performance against the Complaint Handling Code

The purpose of the report is to ensure transparency, demonstrate organisational learning and support continuous improvement in service delivery.

2. Complaint Volumes

During 2025 Rentplus Homes received:

4 formal complaints

Stage	Number
Stage 1 complaints	4
Escalated to Stage 2	1
Referred to Housing Ombudsman	0

Given the current portfolio size of approximately 120 homes, the overall complaint rate remains low.

However, each complaint provides important learning opportunities to improve services and tenant experience.

3. Complaint Categories

The complaints received during 2025 related to the following areas:

Category	Number
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Repairs and contractor performance	1
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Property damage / insurance response	1
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Grounds / external works responsibility	1
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End of tenancy charges	1
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Key themes identified included:

- Communication delays following incidents
- Contractor workmanship and supervision
- Clarification of landlord vs tenant responsibilities
- Administrative errors in formal correspondence

4. Complaint Outcomes

Complaint investigations resulted in the following outcomes:

Outcome	Number
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Not upheld	1
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Partially upheld	2
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Resolved through discussion	1
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The only complaint escalated to Stage 2 resulted in a partial revision of the original decision, with some charges removed following further review.

This demonstrates that the escalation process functions appropriately as an independent review mechanism.

5. Complaint Handling Timescales

The Housing Ombudsman Complaint Handling Code requires:

- Stage 1 response within 10 working days
- Stage 2 response within 20 working days

Performance in 2025:

Measure	Compliance
Stage 1 responses within timescale	Mostly compliant
Stage 2 responses within timescale	Compliant
Acknowledgements within 5 days	Generally compliant
One complaint required a formal extension due to investigation requirements, which was communicated to the resident in line with the Code.	
Overall complaint handling timescales were compliant with the requirements of the Complaint Handling Code.	

6. Housing Ombudsman Compliance Review

Rentplus Homes continues to operate a complaints process aligned with the Housing Ombudsman Complaint Handling Code (2024).

Key compliance features include:

- A two-stage complaints process
- Formal written responses issued at each stage
- Clear escalation routes for residents
- Independent Stage 2 review by a senior director
- Signposting to the Housing Ombudsman Service

All complaint responses include clear information about:

- escalation rights
- the Housing Ombudsman
- timescales and expectations

No complaints from 2025 were referred to the Housing Ombudsman.

7. Learning from Complaints

Although complaint numbers remain low, several important learning points were identified.

Communication Following Incidents

A complaint following a property fire highlighted the importance of early proactive communication with residents during insurance claims and major incidents.

Actions taken:

- improved coordination with managing agents and insurers
 - clearer internal escalation procedures for major incidents
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Contractor Management

A complaint relating to workmanship highlighted the need for better monitoring of contractor standards.

Actions taken:

- clearer expectations communicated to managing agents
 - stronger oversight of remedial works
 - improved contractor supervision
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Administrative Accuracy

One complaint arose due to an incorrect demand notice issued in error.

Actions taken:

- internal review of communication templates
 - improved internal checks before formal notices are issued
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Inventory and Key Records

The Stage 2 complaint review identified weaknesses in recording keys and fixtures during tenancy check-out inspections.

Actions taken:

- improved instructions to managing agents regarding inventory records
 - requirement for clearer documentation of keys returned at check-out
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8. Service Improvements Implemented

During 2025 the following improvements were introduced as a direct result of complaint learning:

- improved coordination procedures between Rentplus Homes, managing agents and insurers
- clearer communication with residents during complex repairs and insurance claims
- stronger oversight of contractor workmanship

- improved record keeping for inventories and key returns
- review of administrative processes for issuing formal notices

These changes aim to reduce the likelihood of similar complaints occurring in future.

9. Overall Performance Assessment

Overall complaint performance during 2025 can be summarised as follows:

- Low complaint volumes relative to portfolio size
- Complaint handling timescales largely compliant with the Code
- Escalation process functioning effectively
- Clear evidence of organisational learning

While performance is broadly positive, the organisation will continue to focus on improving communication with residents and strengthening operational processes.

10. Member Responsible for Complaints (MRC)

In accordance with the Housing Ombudsman Complaint Handling Code, the Board retains oversight of complaints performance.

This report enables the Board to:

- review complaint handling performance
- ensure compliance with the Complaint Handling Code
- monitor organisational learning from complaints

The Board is asked to note the contents of this report and the service improvements implemented during 2025.

11. Conclusion

Rentplus Homes remains committed to providing a fair, transparent and responsive complaints process.

Although complaint numbers remain low, the organisation recognises the importance of using complaints as a source of learning to improve services for residents.

The organisation will continue to monitor complaint trends, review performance against the Housing Ombudsman Complaint Handling Code, and implement service improvements where required.

The Board of Rentplus Homes

Signed: 

Richard Macmillan

Member responsible for complaints