

Rentplus Homes Limited

Annual Complaints Performance and Service Improvement Report 2024

Introduction

In 2024, Rentplus Homes Limited continued its commitment to providing high-quality, affordable housing and ensuring transparency in tenant engagement. This report outlines our complaint handling performance and service improvements efforts over the past year.

Complaint Handling Performance

In 2024, no new complaints were received. However, one complaint escalated to the Housing Ombudsman remains under review. An adjudicator has been assigned to this case, but no outcome has been provided as of 31st December 2024.

Service Improvements

As part of our commitment to continuous improvement, we conducted our annual self-assessment against the Housing Ombudsman Complaint Handling Code. This review led to updates in our complaints policy, ensuring better clarity and compliance. The key updates include:

- **Extended Complaint Timeframes:** We have introduced discretion to accept complaints beyond the standard timeframe where justified. Additionally, any new complaints raised during an ongoing case will be treated as separate cases.
- **Third-Party Complaint Handling:** Our contract with Connells, the Managing Agent, has been renegotiated to ensure all third-party complaints are handled directly by Rentplus Homes, therefore ensuring alignment with the Housing Ombudsman Complaint Code.
- **Managing Unacceptable Behaviour:** A new approach has been established to address unacceptable behaviour proportionally and in compliance with the Equality Act 2010.

Tenant Satisfaction and Future Improvements

Our latest Tenant Satisfaction Measures (TSM) survey revealed that 50% of tenants are satisfied with our approach to handling complaints, an improvement from 45% in 2023. While this increase is positive, we remain focused on further enhancements to tenant communication and complaint resolution.

To support this, we are actively working on procuring a new housing management system. This system will enhance communication around complaints, allowing tenants to log complaints more easily through a tenant portal and track responses from Rentplus Homes in real time.

Conclusion

We continue to uphold high regulatory standards through our annual self-assessment process against the Housing Ombudsman Complaint Code. Our updates to policies and procedures reflect our ongoing commitment to fairness, transparency, and tenant engagement. 2024 has been a year of refinement and progress for Rentplus Homes Limited. By proactively improving

our complaint handling processes and planning investment in new technologies, we remain committed to delivering high-quality housing solutions and responsive tenant services.

Board of Rentplus Homes Limited

Published: April 2025

Signed:

A handwritten signature in black ink, appearing to read 'R. H. Macmillan', written in a cursive style.

R. Macmillan, Non-Executive Director
Member responsible for complaints