Roborough Community Property Association Ltd

Annual Complaints Performance and Service Improvement Report 2025 - 26

Background

Roborough is a small village in North Devon of some 135 households and around 275 parishioners.

The RCPAL own 4 units of accommodation in the heart of the village; 2no 2bed houses (semi detached) and 2no 3 bed houses (semi detached). They were built new 7 years ago. They are rented to local people as defined by local government at 80% of the market rate. All our tenants had previously lived in the parish for more than 10 years either with their parents or on their own. There has only been 1 change in tenancy in the last 7 years due to the person moving away. We had 16 applicants for this house at the time. We are very proud of the fact that local people with connections to the village which go back a long time are able to live in Roborough in these times.

We are in constant contact with our tenants due to the size of our village and I am pleased to report that no complaints were received during the year April 25 -April 26.

We are mindful not to be complacent and will continue to engage with our tenants in the same manner to keep this position the same..

Olivia Burls

Administrator

RCPAL's Member Responsible for Complaints (MRC)