

1. INTRODUCTION

The Social Housing (Regulation) Act 2023 places a statutory obligation on registered providers to demonstrate compliance with the Housing Ombudsman's Complaint Handling Code. To evidence this compliance, landlords are required to submit relevant documentation to the Housing Ombudsman annually or whenever there is a significant organisational change.

In accordance with these requirements, Northwest Jewish Housing Association (NWJHA) submits the following documents to the Housing Ombudsman:

- This Annual Complaints and Service Improvement/Performance Report.
- A self-assessment conducted by NWJHA against the Complaint Handling Code.
- An updated Complaints Policy reflecting any amendments to the Code.

2. ROLES

NWJHA has assigned specific responsibilities regarding complaints management as follows:

- Complaints Handling Officer: Mahsa Wiseglass
- Executive Lead: David Mintz, CEO
- Board Member Responsible for Complaints (MRC): Jane Blank

This report was prepared by Mahsa Wiseglass, our Complaints Handling Officer, and reviewed by both the Executive Lead, David Mintz, and the Board's Member Responsible for Complaints, Jane Blank.

3. SUMMARY OF COMPLAINTS

Period Covered: 1 April 2024 to 31 March 2025

We are pleased to report that during the past 12 months, there have been no substantial or formal complaints registered with NWJHA. This outcome highlights our ongoing commitment to providing high-quality service and resolving any issues promptly before they escalate to formal complaints.

4. THEMES AND TRENDS OF COMPLAINTS

Although there were no formal complaints, minor issues were raised and resolved informally. These typically involved areas such as:

- Repairs: Minor communication issues related to scheduling and follow-up.
- Communication: Occasional feedback on response times and clarity of information.

5. LEARNINGS FROM COMPLAINTS

Even in the absence of formal complaints, NWJHA remains committed to continuous improvement. Lessons learned from minor feedback include:

- Improving Repairs Communication: Enhancing coordination with contractors to ensure tenants are informed promptly of any changes.
- Strengthening Internal Communication: Ensuring clear ownership of tenant queries to avoid delays and confusion.

6. RESIDENT SCRUTINY WORK

NWJHA values the input of our residents and ensures their involvement through regular consultations. Our Resident Consultative Group (RCG) continues to play an active role in reviewing our Complaints Policy and receiving regular updates on any feedback or complaints received.

7. HOUSING OMBUDSMAN RULINGS AND FINDINGS

Period Covered: 1 April 2024 to 31 March 2025

During this period, there have been no rulings or findings by the Housing Ombudsman against NWJHA, reflecting our proactive approach to resolving issues internally and maintaining high service standards.

8. COMPLAINTS NOT ACCEPTED

No complaints were received during this period that were deemed ineligible for investigation.

9. ANNUAL LANDLORD REPORT

NWJHA did not have more than five determinations between 1 April 2024 and 31 March 2025; therefore, no annual landlord report was published by the Housing Ombudsman.

10. GOVERNING BODY'S RESPONSE TO ANNUAL PERFORMANCE REPORT

NWJHA's Board of Management views the complaints handling process as a critical learning tool. The Board has appointed Jane Blank as the Member Responsible for Complaints (MRC) and ensures regular updates on the number and nature of complaints, as well as the lessons learned and service improvements made.

11. GOVERNING BODY MEMBER RESPONSIBLE FOR COMPLAINTS' RESPONSE TO ANNUAL PERFORMANCE REPORT

In my capacity as the Board's Member Responsible for Complaints (MRC), I have carefully reviewed this report, including the self-assessment completed by NWJHA staff. I am confident that the processes in place are effective in addressing and learning from any issues that arise. I will continue to monitor performance and support continuous improvement to ensure that the tenant experience remains a top priority.

As mandated by the Housing Ombudsman's Complaint Handling Code, this annual report will be published on the NWJHA website.