

Falcon Rural Housing Annual Complaints Performance and Service Improvement Report

Falcon Rural Housing Ltd (“the Association”) wants you, the tenant(s), to receive the best service possible.

When you need to contact the Association if something has gone wrong, there are usually two ways in which it can be dealt with:

1. Treat the contact as a **Service request**: a service request is the first-time request for a service such as reporting a repair or defect, requesting information, initial report of anti-social behaviour, etc.
2. Treat the contact as a **Complaint**: a complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Association, its employees or those acting on its behalf.

On occasion the Association, or its contractors, may fail to carry out the service you should reasonably expect from us.

If this happens and the contact is not a ‘service request’, the Association can deal with your issue as a complaint.

If a tenant does decide to make a complaint, the Association will ensure that it responds properly to the complaint. The response will not only attempt to resolve the issue in a fair and efficient way, it will also enable the Association to learn lessons from the complaint made. Lessons learned could include things such as changes to processes within the organisation, identifying measures that need putting in place to change how it communicates with you or, it could lead to the Association having to make changes as to how it delivers its services to tenants.

Ultimately, the Association’s aim is to manage any complaint efficiently, fairly and transparently to ensure that even if the outcome of the complaint is not what the tenant wants or expects, an explanation is forthcoming to clarify why the outcome has been reached.

Complaints Policy

The Association’s Complaints Policy can be viewed on the website www.falconruralhousing.com or tenants can request a copy by contacting the office via telephone, letter, email, text or WhatsApp.

The Complaints Policy’s purpose is to make sure the Association is accountable for the way it handles complaints. It also explains the complaints process and explains what tenants should expect should they need to make a complaint.

Statutory Requirements

From 1 April 2024, the Housing Ombudsman Service was given the statutory duty to ensure that the Association carries out a ‘self-assessment’ of the complaints handling process. This is to guarantee that it aligns with the Ombudsman’s new Complaint Handling Code. www.housing-ombudsman.org.uk.

(You can find a copy of the Association’s self-assessment for 2024/25 on the website or can contact the office via telephone, letter, email, text or WhatsApp for a copy.)

The following content of this Report provides a summary of the number of Stage 1 complaints the Association has dealt with during the period 1 April 2024 - 31 March 2025 and the impact these have had on the services delivered by the Association.

As always, any tenant who wishes to make a complaint can contact the Association by telephone, letter, face-to-face, email (info@falconhousing.co.uk), or request a complaints form via text, WhatsApp or on the website’s Contact Us page.

Our Performance

Between 1 April 2024 and 31 March 2025 the Association received **SIX** complaints that could not be resolved without investigation.

All **6** of the complaints were resolved at Stage 1 of our Complaints Process.

No complaints from 2024/25 were escalated to Stage 2 of the Complaints Process nor referred to the Housing Ombudsman Service.

The Association did not refuse to accept any complaints.

What were the complaints about?



- Issues with the finished quality of a repair.
- Condition of a property after a mutual exchange.



A recharge invoice for the damage caused to the property by an outgoing tenant.



- Poor communication from the Association.
- Unhappy with the Association's response to alleged nuisance from neighbours

What has the Association learned?

The Association should monitor workmanship more effectively. To do this, we have introduced a system of random 'mystery shopper' quality control checks.

Whilst every effort is made to communicate with you effectively, clearly and informatively, the Association will seek ways to make communication even better.

It is extremely important to us that we are approachable so if, for whatever reason, you think we are not, please do let us know so we can fix it.

The recharge procedure needs to be quicker and more robust. A review of the recharge procedures has now taken place and we will endeavour to provide better information and clarity for any recharges raised and in a timely manner.

Mutual exchanges are always difficult as the exchanging tenant has to be absolutely sure that they are happy with the condition of the property into which they are moving. This is because any damage / non-standard items in the property will be their responsibility to put right when they move in.

To help make this more transparent for all, the Association has updated all its property inspection forms. In addition, tenants will only be allowed to exchange once they have inspected the property with one of the Association's Officers and confirmed they are happy to proceed. This will help both parties avoid any surprises or unplanned costs.

To help with potential neighbour issues, our Housing Officers will be making more visits to our schemes in the future. This will enable us to try and identify any potential problems before they become an issue and to meet more tenants face-to-face so any issues can be aired quickly and personally.