

A background image of a rural landscape featuring rolling green hills, a winding path, and scattered trees under a soft, hazy sky. The entire image is framed by a thin white border.

FALCON RURAL HOUSING LTD

**ANNUAL COMPLAINTS
PERFORMANCE AND SERVICE
IMPROVEMENT REPORT
2025/26**



COMPLAINTS SUMMARY

During the 2025/26 reporting period, we received a total of eight formal complaints, all of which were accepted and investigated.

- **All eight complaints were resolved at Stage 1.**
- No cases were referred to the Housing Ombudsman, and there were no Ombudsman findings.

We are committed to learning from every complaint that is made so we can try to further improve our service and outcomes for our tenants.

The complaints received during the year reflected a small number of Falcon's service areas:

- Neighbour disputes and alleged anti-social behaviour
- Repair issues
- Mutual Exchange Property condition concerns
- Condensation damp



KEY THEMES



OVERVIEW OF CASES

Neighbour disputes and anti-social behaviour.

Whilst most people think we can easily intervene and resolve these issues – the reality is we cannot. We have very limited powers to intervene and deal with disputes and anti-social behaviour and can rarely take the credit for helping to resolve issues. It is particularly difficult for us when accounts differ, responsibility is not clear and when people refuse to engage in a positive way with us.

During the year we have been learning how we can better listen when a problem is reported. We are trying to establish a database of the statutory services who are responsible for dealing with the problems that arise and, where possible, get the contact information for the relevant person in that service. We will liaise with those agencies in an attempt to help resolve any issues. Our aims are to help you get the right help you need as soon as possible so that issues can be solved fairly and amicably and better outcomes are achieved for all.

Repair Issues

We aim to keep your home in an excellent state of repair and we, and our dedicated team of professional contractors, do everything we can to ensure this is the case. Sometimes however, we do make mistakes, jobs do get forgotten and our timescales may not meet your expectations. For all of this we apologise and can assure you, we are doing our best.

During the year we have been scrutinising repair completion times and trying to establish how we can improve them. We have tried to communicate more often with contractors and tenants to keep the information flowing (should something go wrong) and we have been asking our contractors to keep us, the staff, more updated with any issues they come across. Hopefully, moving forward this should make our service to you even better.



OVERVIEW OF CASES continued..

Mutual Exchange Property Condition Concern

Upon applying to carry out a mutual exchange with another tenant, whether a Falcon tenant, another housing association tenant or even a Council tenant, it is made expressly clear that the tenants involved have full responsibility for the property they are moving into, expressly so if the property has been altered or damaged by the previous tenant. It is therefore not appropriate for tenants, once they have moved in, to expect Falcon to rectify any property issues they have found – apart from the usual day-to-day repairs for which we are responsible. Furthermore, upon application to exchange, tenants sign a disclaimer to take the property as they find it.

To address these property condition complaints, we are taking a robust look at the application paperwork, policy and processes to work out how we can make it even clearer to incoming tenants what their responsibilities are. This will include what new tenants can expect from us, what they cannot expect and, what precautions / actions they can take prior to the exchange taking place to minimise any issues or nasty surprises!

Condensation damp

Despite all the advice and information we give tenants (whether it is from our website, via our damp and mould leaflet, staff advice and even in person) we can never be confident that we can help the tenant prevent every single tiny sign of condensation within their home. Sometimes, despite remedial works taking place and measures taken, there can often be that one ‘cold point’ in a property that we cannot physically address (such as a structural metal beam in the loft space or an odd shaped roofline which means we cannot physically put insulation in a small space). In these cases, the only remedial action is for the tenant to keep on top of the issue by wiping it regularly (every couple of days if necessary) and by treating the spot with anti-fungal paint. The Association considers it is reasonable to expect a tenant to complete this cleaning and treating process on minor areas of condensation mould in order to help mitigate the situation getting worse.

During the year we have reviewed of how we deal with reports of damp and mould cases. Consequently, we now have a more robust process to follow which includes visits to properties, better information leaflets, tailored advice for tenants as to how they can address any issues. We have also acquired hydrometers to be left in properties so we, with the tenants help, can monitor humidity and temperature to and identify any patterns for causes of damp.



STRENGTHENING OUR APPROACH

We continue to endeavour to improve our complaints handling processes to ensure consistency, transparency, and accountability.

Our key improvements include:

- Regular review of a complaints progress during weekly team meetings
- Quarterly performance reporting to the Board
- Appointment of a Board member with responsibility for complaints oversight
- An ongoing review of our policies and procedures in relation to the complaints made.

These measures support our commitment to continuous improvement and high-quality service delivery.