Annual Complaint Handling & Performance Report

Landlord: Beer Community Land Trust
Reporting period: 1 August 2025 – 31 July 2026

1. Executive Summary

- This report covers service request and complaint handling performance for the period 1 August 2025 to 31 July 2026.
- The service request log records 25 service requests received during the reporting period. All 25 are recorded as completed by the end of the period.
- The complaints register records three complaint cases handled during the reporting period: one carried forward from 2024–25 and two new complaints. One case progressed to Stage 2, where the findings were accepted. Both new complaints were accepted at Stage 1.
- All 25 service requests are recorded as acknowledged on the day they were reported. The recorded time to agree action was also zero days in 16 cases; nine cases took longer, with the longest recorded interval being 103 days.
- The logs show a range of building and appliance issues. Monitoring repeat reports and completion times will support service improvements.

2. Purpose and Scope of This Report

This report provides a year-end overview of service request and complaint handling for Beer Community Land Trust. It has been prepared from the service request and complaints registers supplied for the reporting year. The reporting period is 1 August 2025 to 31 July 2026. Entries dated after 31 July 2026 have been excluded from the year-end totals.

One complaint was carried forward from the previous reporting year and remained active during 2025–26. It is included in the total number of cases handled, but excluded from the number of new complaints received in 2025–26.

3. Organisational Context

Beer CLT is a small community-based landlord. As described in the previous annual report, day-to-day responsibility for service requests and complaint handling sits with the Property Manager, with strategic oversight retained by the board member responsible for complaints and service performance. Stage 2 complaints are considered by a board member independent of day-to-day complaint handling.

The service request register for 2025–26 records reports received through the year and includes the date acknowledged, nature of the issue, action agreed, work undertaken and completion date. The complaints register records the stages and actions taken for individual complaints.

4. Service Request and Complaint Volumes and Performance

4.1 Overview of Service Requests

There were 25 service requests recorded as received between 1 August 2025 and 31 July 2026 (SR14–SR38). All 25 are shown as completed in the register.

Measure	2025–26 result
Service requests received	25
Recorded as acknowledged on the day received	25 of 25 (100%)
Recorded as completed	25 of 25 (100%)
Average recorded days to complete	47.9 days
Median recorded days to complete	34 days
Longest recorded completion time	144 days
Recorded as urgent/dangerous	None marked as dangerous in the register

Nature of reported work:

Category	Number
Building	23
Appliance	2
Total	25

4.2 Response and Completion Analysis

- Initial acknowledgement: the register records zero days to first response for every service request, indicating that each was acknowledged on the date reported.
- Agreement of action: 16 requests have zero days recorded to agree action. Nine have a longer recorded interval. The longest interval was 103 days, with a further case taking 28 days. The reason for these longer delays are generally around discussions and negotiations with suppliers / service providers..
- Completion: all 25 requests have a completion date recorded. The average recorded completion time was approximately 48 days and the median was 34 days. Completion times ranged from 2 to 144 days.
- Repeat issues: the register marks a number of reports as having been raised before, including matters relating to guttering, locks/doors, mould/condensation and parking-related issues in the wider complaints log. These are useful areas for continued monitoring.

4.3 Complaints

Three complaint cases were handled during 2025–26, including one carried forward from the previous year and two new cases. Performance is summarised below without identifying individual complainants or describing the circumstances of the complaints.

Complaint handling measure	2025–26
Complaints carried forward from 2024–25	1
New complaints received during 2025–26	2
Total complaint cases handled during the year	3
Cases progressing to Stage 2	1
Stage 2 findings accepted	1
New complaints accepted at Stage 1	2
Housing Ombudsman referrals	None

The carried-forward complaint progressed to Stage 2 and the Stage 2 findings were accepted. No referral to the Housing Ombudsman is recorded for that case. Both new complaints received a Stage 1 response within the timescale recorded in the register.

5. Learning and Service Improvements

The registers show that residents continued to raise a range of repair and service matters during the year. The majority were building-related. Actions recorded include repairs and replacement of fixtures, plumbing and drainage work, window repairs, roof tile and guttering work, and attention to mould/condensation.

The logs identify several points for ongoing management attention:

- Repeat reports: where an issue is reported more than once, the cause and effectiveness of the previous remedy should be reviewed to reduce recurrence.
- Recurring maintenance themes: review repeat reports to assess whether underlying causes have been resolved and whether additional preventive action is appropriate.
- Contractor and specialist works: some requests took longer to agree or complete than others. Monitoring the time taken to obtain contractor responses, approve a course of action and complete work may help identify avoidable delays.
- Complaint trends and learning: continue to monitor recurring themes and record any resulting service improvements, without disclosing details of individual complaints in the published annual report.

6. Governance, Scrutiny and Assurance

- Day-to-day responsibility for service requests and complaint handling remains with the Property Manager.
- Strategic oversight remains with the board member responsible for complaints and service performance.
- Stage 2 complaints are to be considered by a board member independent of day-to-day complaint handling.
- The registers provide an audit trail of dates, actions and outcomes. The board should continue to review service request performance, repeat issues, outstanding actions and complaint learning periodically.

7. Conclusion and Forward Look

The 2025–26 registers record 25 service requests, all shown as completed, with initial acknowledgement recorded on the day of receipt in every case. Completion times varied, and some cases took longer than the typical request. Three complaints were handled during the year: one carried forward and two newly received. One case reached Stage 2 and the findings were accepted.

The records indicate that Beer CLT has maintained a process for recording and responding to service issues and complaints. Continued oversight should focus on timely resolution, repeat issues and complete recording of complaint outcomes.

Priorities for the next reporting year are to:

- Continue to monitor acknowledgement, agreement and completion times, with particular attention to cases that exceed expected timescales.
- Review repeat repair reports to identify underlying causes and whether previous remedial work has been effective.
- Maintain clear records of complaint stage decisions, response dates, whether findings are accepted and any referral to the Housing Ombudsman.
- Review recurring communal and neighbour-related issues and consider proportionate preventive action where patterns emerge.
- Use service request and complaint trends as part of periodic board scrutiny and continuous improvement.

Beer CLT will continue to use the service request and complaints registers to support accessible, proportionate and resident-focused service delivery.

Appendix A – Basis of the Figures

Service request totals include SR14–SR38, whose report dates fall between 1 August 2025 and 31 July 2026. SR39 and SR40 are dated September 2026 and have been excluded. The average and median completion figures are calculated from the ‘Days to Complete’ values recorded for the 25 in-period service requests.

Complaint totals include C2 and C3, reported on 17 February 2026 and 13 May 2026. C1 was first reported on 30 April 2025 and is described as an ongoing case only. C4 was reported on 18 September 2026 and is excluded.