

# Annual Complaint Handling & Performance Report

**Landlord: Beer Community Land Trust**

**Reporting period: 1 August 2024 – 31 July 2025**

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## 1. Executive Summary

- This report covers complaint handling and service request performance for the period **1 August 2024 to 31 July 2025**.
- During the year Beer CLT received **13 service requests** and **no formal complaints**.
- An **interim report was produced in January 2025**. This annual report demonstrates progress against the issues identified, including improved resilience and governance.
- Key improvements include the **appointment of a Property Manager in June 2025**, providing a single point of contact for service requests and complaints and strengthening compliance with the Complaint Handling Code.

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## 2. Purpose and Scope of This Report

This report provides a full-year overview of complaint handling performance and learning outcomes. It incorporates and supersedes the interim report submitted to the Housing Ombudsman covering the period:

**Interim report period: 01 July 2024 – 09 January 2025**

The interim report is referenced within this document where relevant. It has been published separately and is available on request.

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## 3. Organisational Context

Beer CLT was established in 2014 with 4 rental properties and 3 shared ownerships. In 2023 following development of the Old Social Club site 5 additional rental properties and one shared ownership property were added to the stock. Being a small organization with a local management board which included some residents and all residents having local connections with the village. The interim report highlighted a need for a more structured process and improved management. A property manager who is local to the village now is now responsible for the service and complaints process which is overseen by the board as detailed later in this document.

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## 4. Complaint Volumes and Performance (Full Year)

### 4.1 Overview of Service Requests and Complaints

**Reporting period:** 1 August 2024 – 31 July 2025

During the year Beer CLT received **13 service requests**. No service requests escalated to a formal complaint at Stage 1 or Stage 2.

Ref	Days to 1st response	Days to agree action	Days to complete work	Nature of issue	Urgent / dangerous
SR1	3	0	80	Building	No
SR2	0	0	0	Garden	No
SR3	7	68	76	Building	No
SR4	0	0	25	Appliance	Yes
SR5	0	0	19	Appliance	No
SR6	0	4	6	Building	Yes
SR7	0	29	0	Appliance	No
SR8	0	20	0	Appliance	No
SR9	0	30	0	Building	No
SR10	0	3	0	Building	No
SR11	0	0	251	Garden	No
SR12	0	2	0	Appliance	No
SR13	0	0	30	Appliance	No

### 4.2 Performance Analysis

- **Response times:** All service requests received an initial response. In the majority of cases this was on the same day.
- **Agreement of action:** One complex case (SR3) experienced a significant delay in agreeing a course of action. This mirrors issues identified in the interim report and pre-dates the appointment of the Property Manager.
- **Completion times:** Most works were completed within a reasonable period. Two outliers (SR1 and SR11) involved extended timescales due to complexity and/or external dependencies.
- **Urgent issues:** Two service requests were categorised as urgent. In both cases, action was agreed immediately and works progressed promptly.

## 5. Learning and Service Improvements

### 5.1 Actions Identified in the Interim Report

The interim report identified a number of structural and operational weaknesses, particularly around resilience, continuity and reliance on individual board members. Since January 2025, significant progress has been made to address these issues.

Action identified in interim report	Progress and current position	Status
Improve resilience in tenant liaison and service request handling	A dedicated <b>Property Manager</b> has been recruited to take responsibility for all service issues and complaints, removing reliance on individual board members.	Complete
Reduce risk of communication breakdown when board members are unavailable	The Property Manager provides a single, consistent point of contact for tenants and contractors, ensuring continuity during absences.	Complete
Strengthen oversight of service requests and complaints	Clear operational responsibility now sits with the Property Manager, with strategic oversight retained by the board member responsible for complaints and service performance.	Complete
Review procurement and contractor arrangements	Initial handover to the Property Manager completed. A full review of contractor arrangements is planned as part of embedding the new role.	Ongoing

The Property Manager commenced in **June 2025** and is now responsible for day-to-day management of repairs, service requests and complaint handling in line with the Complaint Handling Code.

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## 6. Additional Learning from the Remainder of the Year

Residents were required to download a form from the CLT website, print and forward to report any service issues or complaints. This discouraged residents from reporting minor issues which ultimately build up over time. Residents now have direct contact by telephone, email or WhatsApp to the property manager to raise service issues or complaints. These are then recorded and actioned as per the complaint handling code.

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## 7. Governance, Scrutiny and Assurance

- Day-to-day responsibility for service requests and complaint handling is delegated to the **Property Manager**, appointed in June 2025.
- Strategic oversight remains with the board member responsible for complaints and service performance.
- Stage 2 complaints continue to be heard by a board member independent of day-to-day complaint handling.
- Complaint performance and learning are reviewed periodically by the board to ensure accountability and continuous improvement.

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## 8. Conclusion and Forward Look

This report demonstrates that Beer Community Land Trust has made clear progress in strengthening its service request and complaint handling arrangements during the reporting period. Issues identified in the interim report, particularly around resilience, continuity and reliance on individual volunteers, have been addressed through clearer governance arrangements and the appointment of a dedicated Property Manager.

Service request performance during the year shows generally prompt responses, appropriate prioritisation of urgent issues, and improving consistency as new systems have been embedded. While some delays occurred earlier in the year, these pre-dated the appointment of the Property Manager and have informed changes to working practices.

Looking ahead, Beer CLT's priorities for the next reporting year are to:

- **Embed the Property Manager role fully**, ensuring consistent record-keeping, timely communication with residents and continued alignment with the Complaint Handling Code.
- **Complete the review of contractor and procurement arrangements**, to reduce delays and increase resilience in delivering repairs and specialist works.
- **Maintain accessible reporting routes for residents**, ensuring service issues and complaints can be raised easily and informally where appropriate.
- **Continue board oversight and learning**, using service request data to identify trends, prevent repeat issues and support continuous improvement.

Beer CLT is confident that these measures will support effective, proportionate and resident-focused complaint handling in the coming year.

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## Appendices

### Appendix A – Interim Report (Referenced)

The interim report covering the period **1 July 2024 to 9 January 2025** was submitted separately to the Housing Ombudsman and reported to members at the AGM.

Key findings, learning points and actions from the interim report are summarised and tracked within this annual report, particularly in: - Section 5 (Complaint Volumes and Performance) - Section 6 (Themes and Root Causes) - Section 7 (Learning and Service Improvements)

The full interim report is available on request and does not form part of this annual publication in order to keep the report proportionate and accessible.