



# Beer Community Land Trust Ltd

Building homes for the community

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## Beer CLT Complaints Performance and Service Improvement

The Board has reviewed the annual complaints and service improvement report for 2024–25 and welcomes the progress made. Several service requests were received, with no formal complaints. The appointment of a dedicated Property Manager in June 2025 has significantly strengthened our resilience and governance, providing another point of contact for residents and ensuring compliance with the Complaint Handling Code. Improvements include prompt responses, better prioritisation of urgent issues, and more accessible reporting routes for residents. The Board recognises the need to fully embed the Property Manager role and complete the review of contractor arrangements in the coming year. Continued board oversight will ensure accountability and support ongoing service improvements.

Adam Brewer  
Chair, Beer CLT

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