

Beer Community Land Trust Ltd

Building homes for the community

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Beer CLT Complaints Performance and Service Improvement

The Board of Beer Community Land Trust has considered and approved the Annual Complaint Handling and Performance Report for 2025-26 and accepts its findings and recommended actions.

The Board welcomes the improvement achieved following the appointment of a fully paid administrator. All 25 service requests were acknowledged on the day received and recorded as completed, while the complaints process operated through the appropriate stages with no Housing Ombudsman referrals. This demonstrates that the arrangements for recording, managing and overseeing service requests and complaints are now working more consistently.

There are, nevertheless, further lessons to apply. The Board will therefore maintain oversight of delayed and repeat cases, contractor performance, the effectiveness of remedial work and the learning arising from complaints.

Adam Brewer
Chair, Beer CLT

With support from East Devon, national CLT network, Devon County Council, Homes & Communities Agency, Beer Parish Council