



SLOSWICKE'S ALMSHOUSE CHARITY

Annual Complaints Performance & Service Improvement Report

2025-2026

This report has been considered by the Board of Trustees in June 2026 and published on our website.

Our financial year runs from January to December. However, for relevance and convenience, this report covers the period April 2025 to April 2026. During this time we received no complaints from any residents living in the 46 homes owned by Sloswicke's Almshouse Charity.

- 0 complaints related to our repairs and maintenance service.
- 0 complaints related to how we dealt with anti-social behaviour issues.
- 0 complaints related to rents and utility supplies after moving into a new home.
- 0 complaints additionally related to how we dealt with rent.

Therefore, no complaints needed to be referred to or investigated by the Housing Ombudsman Service in 2025/26.

Conclusion and Trustee Response:

Whilst it's positive news that no formal complaints were received in 2025/26, we are not complacent and have made the following service improvements over the year.

- Trustees reviewed the existing Complaints Policy in April 2025 and approved a new policy based on the Almshouse Association's model, which is approved by the Housing Ombudsman.
- A new Managing Agent has been appointed from April 2025. They have introduced a new system for reporting and responding to resident requests for minor repairs which has both offered a quicker and most appropriate response to residents and been more cost effective for the Charity.
- To provide consistency and greater clarity about the Charity's regulations as well as update information, the Charity has revised its Resident Handbook. The Charity sought residents' views on the new handbook and made amendments before issuing a final version to residents in May 2026.
- The Charity has launched a website in May 2026 where this report, the Self-Assessment for the Housing Ombudsman and the Complaints Policy are published.