

## White Horse Housing Association Ltd

### 2025-2026 Annual Complaints Report

#### 1. Introduction

- 1.1 The Association takes complaints from its residents seriously. We do all we can to investigate and act where required. To maintain the link between residents and Board members this report gives an outline of each complaint to inform the Board where our residents feel our service has failed. The report also shows how the complaint was resolved, the time it took and what we learned from it.

#### 2. Type of Complaints

- 2.1 Seven formal complaints were received during the year, all of which were completed and resolved at stage one of the complaints process. Four complaints were related to dissatisfaction with a repair; one was related to our Contractors 3 Solutions and two were relating to dissatisfaction with the attitude of the Association's staff. A log of the complaints received is attached at **Appendix 1**.

#### 3. Source of Complaints

- 3.1 Each complaint was from a different location, these were - Burbage, Castle Combe, Codford, Heddington, Leigh, North Newnton and Wanborough.

#### 4. Timescale to Resolve the Complaints

- 4.1 All complaints were resolved at stage one of the Complaints Procedure with five resolved within target timescales. However, one complaint took fifty-two days to resolve, and one complaint took one hundred and eighty-nine days to resolve. Both complaints had approved extension periods due to the complexity of the issues.

#### 5. How Complaints were Resolved

- 5.1 The four complaints relating to dissatisfaction with a repair were as follows: -

##### 5.2 Dissatisfaction with Works Undertaken in the Kitchen - Upheld

The complaint was received on 30 April 2025. A tenant reported dissatisfaction following a visit from a contractor tasked with replacing the kitchen plinths. During the initial visit, the contractor did not bring the necessary materials and caused damage to the tenant's vinyl flooring.

At the second visit, the plinths were installed; however, incorrect or damaged brackets were used, resulting in the plinths repeatedly falling. The installation was incomplete, with one plinth missing, and the overall fitting was unsatisfactory. The following day, a plinth fell off, pulling away the filler material and leaving debris on the kitchen floor. Additionally, damage was caused to the wall during the process. The tenant also reported a lack of communication from our contractor, which added to her frustration.

- 5.3 Upon investigation, the contractor confirmed that they had attended the property twice. On the first visit, the plinths supplied were too short. On the second visit, the plinth covers and clips were found to be the wrong size. Subsequently, they had trouble arranging follow-up works due to challenges in contacting the tenant. It took

approximately eight weeks for the tenant to select a suitable colour plinth from the 150 choices offered by our Maintenance Manager, and the earliest access appointment was scheduled for 22 July. During this period, the tenant declined three proposed carpenters and rejected four different corner trim options. Due to these delays and access issues, the Operations Director approved an extension to the complaint resolution timeframe.

- 5.4 As the tenant remained unresponsive, the Maintenance Manager wrote on 13 August 2025 requesting a confirmed date to proceed, noting that two follow-up appointments had already been cancelled by them. In total, three appointments were cancelled, and a fourth was at risk of cancellation. The works were eventually completed on 19 September 2025 after which the Maintenance Manager carried out an inspection. Following this, a letter was sent to the tenant offering compensation for the damage to the wall and vinyl flooring. The tenant accepted this offer.
- 5.5 The complaint was upheld. The Maintenance Manager has since addressed the issues with our contractor, particularly regarding the lack of continuity in operatives attending to complete the works.

## 6. Dissatisfaction with Time Taken for Works to Remedy Subsidence – Partly Upheld

6.1 A complaint was received on 11 August 2025 from the tenant, who was concerned that the works to remedy subsidence at her property were taking too long and that further movement had occurred. The Operations Director responded the same day, explaining that the Maintenance Manager was in the process of engaging specialist contractors to carry out the works on behalf of the insurers. However, this process was delayed as the insurers denied the claim on the grounds of defective design.

6.2 As a result, an alternative contractor, was arranged to inspect the property and provide a quotation for the necessary works. The Maintenance Manager and Operations Director attended the inspection with the contractor on 2 September. Following this visit, the Operations Director issued a letter outlining a proposed schedule of works. Due to the contractor's availability, the works could not commence until October. Upon completion, both the Operations Director and Maintenance Manager revisited the property to carry out a final inspection. The tenant confirmed that she was satisfied with the works, noting that they had been completed to a high standard.

6.3 The tenant advised that she preferred to undertake the internal making-good works, such as decorating, herself rather than have them completed by 3 Solutions. In response, the Operations Director provided £200 in decorating vouchers, which the tenant accepted. The complaint was subsequently closed on 23 October 2025.

## 7. Dissatisfaction with Management of Heating Breakdown – Partly Upheld

7.1 The tenant raised a complaint on 22nd December 2025, reporting that a power cut on 1st December had caused two heaters in the property to fail. Although the issue was reported within a few days, she stated that, despite repeated contact, the problem had not been resolved. She explained that temporary emergency heaters had initially been provided but were later removed when the original heaters began producing a small amount of heat. However, once it became clear that the heaters were still defective, no further emergency heating was supplied. The tenant also reported that an appointment with the contractor had been cancelled at short notice - on the same day it was due to take place.

- 7.2 The Maintenance Manager informed the tenant that multiple households on the estate had experienced similar issues following the power cut, and that a wider solution was being investigated. In the meantime, he arranged for new oil-filled heaters to be delivered and confirmed that compensation would be provided to cover the cost of using temporary heating.
- 7.3 Following enquiries with our contractor, it was noted that emergency heaters and an appointment for 5th January to replace the faulty heater had been offered but declined by the tenant. They also confirmed that the appointment they cancelled at short notice was due to a serious health issue affecting the electrician and was regrettably unavoidable. A new appointment was subsequently arranged for 7th January 2026.
- 7.4 The Maintenance Manager issued an apology to the tenant. The Operations Director personally delivered an oil-filled heater, and compensation was processed. The tenant confirmed she was satisfied with this resolution, and the complaint was closed. On 7th January, the tenant contacted us to express her thanks to our contractor, praising the quality of the repair work and thanking us for the oil heater which had kept her warm over the Christmas period.

#### 8. Dissatisfaction with Time Taken to Remedy Fault with Water Heater - Upheld

- 8.1 On 27 January 2026, the tenant reported that she had been without a reliable method of heating her water for approximately 10 months. The issue related to multiple components, including the solar thermal panels, hot water cylinder, shower, and immersion heater. During this period, several visits had been carried out by contractors Sure Serve and 3 Solutions to diagnose and resolve the problem. Despite these efforts, the tenant continued to experience frequent loss of hot water and had to rely on the emergency immersion heater, resulting in significantly increased electricity costs. The immersion heater itself was also faulty at times.
- 8.2 The most recent diagnosis identified that a replacement shower was required, with installation scheduled for Monday 2 February. However, the order for the new shower had been delayed by two weeks after the Maintenance Manager acknowledged that, due to winter workload pressures, he had failed to progress the order. He apologised to the tenant, but she confirmed her intention to raise a formal complaint regarding the overall handling of the issue.
- 8.3 The Operations Director conducted a review, gathering information from staff, tenant correspondence, and works order records. On 2 February 2026, she wrote to the tenant confirming that the complaint had been upheld. The investigation concluded that the issues were likely linked to the solar thermal system as well as coordination challenges between the two contractors responsible for different elements of the system.
- 8.4 The tenant was offered compensation to cover the additional electricity costs incurred over the 10-month period, along with a goodwill payment in recognition of the inconvenience and disruption experienced. By this stage, the immersion heater issue had been resolved, and an appointment had already been scheduled for installation of the new shower. The tenant confirmed she was satisfied with this outcome, and the complaint was subsequently closed.

9. Complaint regarding 3 Solutions Ltd – Partly Upheld

- 9.1 The complaint against the contractor, 3 Solutions, was taken on 13th February 2026 from a tenant who was very concerned that recent making good to the decoration following damp and mould works was not planned effectively by them. This resulted in the tenant having to take an excessive amount of time off from work. She also recounted that it took 5 visits by 3 Solutions to repair a kitchen unit concertina door on a previous occasion. On this occasion the tenant stated that the operatives arrived at 12 noon, completed work on the window hinges, and then took a lunch break, returning at 2pm. They laid dust sheets and began preparing to paint but then informed her that they had been instructed to stop and attend the neighbouring property to clear the guttering, as this could be contributing to the mould issue. She contacted 3 Solutions, admitting she raised her voice and swore, and said she was transferred twice to different members of staff before being put through to the Director where she had to explain the problem for a third time.
- 9.2 The Director at 3 Solutions instructed the operatives to return to her property and continue with the painting, requiring them to unpack and set up their equipment again which took up a lot of time. The tenant went on to advise that the operatives left at 3.15pm, having completed just a small amount of the making good. As a result, a further visit was required to complete the second bedroom, the lounge ceiling, and the bathroom. The tenant expressed concern about needing to take additional time off work, as a self-employed person, any time off results in a loss of earnings. The work needed to be completed and so the tenant requested that this be done in a single visit and agreed that Friday 27 February 2026 was suitable.
- 9.3 The Maintenance Manager, spoke to the Director at 3 Solutions who advised that during the damp and mould works, the operatives observed that the gutters were heavily blocked. They reported this to the office and were authorised to clear the gutters at both this property and the neighbouring property. A significant amount of debris was removed and it was also noted that this tenant's property had no down pipe. The Director reported that when the tenant telephoned the office, she shouted at the repairs officer for approximately ten minutes. He then took over the call, during which she continued to shout and used abusive language towards him. He explained the potential link between the blocked gutters, the missing down pipe, and the mould issues, and that given the weather forecast, clearing the gutters was the correct decision. He stated that he apologised if she felt the situation had been handled poorly. The operatives were asked to return to her property to continue with the making good works.
- 9.4 The Operations Director who had taken the initial complaint wrote to the tenant to sympathise, apologise and explain what would happen next. The tenant was also advised that although the complaint was being partly upheld due to the excessive number of appointments taken to complete the work, tenants also have a responsibility to treat contractors with respect and asked the tenant to apologise to the 3 Solution's office staff. An offer of £100 to help compensate for the lost working hours was given. In addition, reassurance was given that the work would be completed on 27th February. The tenant was happy with the outcome and the complaint was closed.

10. Complaints regarding WHHA Staff – Not Upheld

- 10.1 There were two complaints regarding the attitude of White Horse Housing staff. Both complaints were taken by the Operations Director from tenants who felt the staff members concerned had shown a bad attitude towards them.

- 10.2 The first complaint was taken on 20th October 2025 from a tenant who felt a Housing Officer was rude towards her during a visit to discuss a neighbour dispute that had occurred on the estate. The Operations Director was also present at the home visit and witnessed the behaviour and attitude of the Housing Officer which, in her opinion, was professional and polite. The complaint was not therefore upheld. The tenant was visited again on 22nd October by the Operations Director and Housing Officer who took a letter containing a full response to the complaint. The letter contained an apology if the discussion the Housing Officer had upset her at the previous meeting and explained that it was not her intention to do so, but it was the intention to discuss, and then try to resolve, the neighbour issues on the estate. The tenant advised that she was upset herself during the visit and was not angry with the Housing Officer or wishing to continue with the complaint. The tenant and the Housing Officer were able to continue to discuss the issues during the visit and the complaint was closed.
- 10.3 The second complaint was taken on 26th January 2026 from a tenant complaining that a Housing Officer was harassing her by visiting her property to inspect it and asking the tenant to clear it up, remove several dogs and to clear rubbish from the garden. Following fully investigating the issues raised by the tenant the Operations Director did not uphold the complaint. The Housing Officer was responding to complaints from other residents and reports from our contractors. The visit was a tenancy audit triggered by concerns not only regarding the property, but also for the wellbeing of the tenant. The tenant had been receiving Tenancy Plus support, and the intention of the Housing Officer was to provide a supportive and patient approach to assisting the tenant to sustain her tenancy. The Operations Director apologised in her letter to the tenant offering an alternative plan of engagement via the Council's early intervention service if she felt it would cause her less anxiety. The complaint was closed and the tenant has since discussed a way forward with the Operations Director.

## **11. What we learned from the complaints**

- 11.1 It was extremely useful analysing each of these complaints and understanding exactly what had gone wrong. As a result, the following measures have been put in place to try to ensure we do better in future.

### Dissatisfaction with repair

1. To ensure where two contractors are involved in one repairing issue - that liaison is better and co-ordinated by one specific staff member.
2. To raise again and remind at contract meetings with 3 Solutions the issue of sending the same operative back to complete a repair (where possible).
3. To be mindful that some tenants find it difficult to get time off work to give access and try to limit the number of visits for each repairing issue.

### Dissatisfaction with Staff

1. It is important to ensure two members of staff visit when there is a sensitive issue to discuss with tenants which protects the staff from misunderstandings or unjustified allegations.
2. Use the Magic Notes App to record the conversation which will enable improved investigations of such complaints in the future.

## **12 Report to the Board**

- 12.1 A copy of this report was submitted to the Association's Board on the 18 May 2026. Members unanimously agreed to note the contents of the report and the outcomes achieved.

## **13 Report to the Resident's' Scrutiny Panel**

- 13.1 A copy of this report was submitted to the Resident's Scrutiny Panel on the 8 June 2026. Members agreed to note the report.



**Extract from the Board Minutes where the annual complaints report was submitted:**

**WHITE HORSE HOUSING ASSOCIATION LIMITED**

**Minutes of the Board meeting held on  
Monday 18 May 2026 commencing at 4.00pm  
at Box House.**

**Present:**

- Cherry Bennett
- Jon Brown
- Susan Dicks
- Annette Foster
- Richard Kitson
- Sarah Knight
- David Moreland
- Michelle Thomas
- David Trethewey (Chair)
- Tom Willis
- Steve Warran (Chief Executive)

Phillip Berry (Finance Director)  
Belinda Eastland (Operations Director)

**2025-26 Complaints Report**

Belinda Eastland introduced the report. She stated that 7 formal complaints had been received by the Association between April 2025 and March 2026. Each one had been logged on the Home Master system and dealt with in accordance with the Association's published complaints policy. A copy of the report from the complaint's module was appended to the report for members information. All the complaints had been resolved at Stage 1 of the complaint's procedure.

Of the complaints received, four related to dissatisfaction with a repair; one was related to our contractor, 3 Solutions, and two were relating to dissatisfaction with the attitude of the Association's staff.

The report stated that all complaints had been responded to and resolved within the timescales allowed within the policy.

As a result of these complaints a number of 'learning points' were noted, and procedural improvements made, to try and prevent their re-occurrence in the future. These learning outcomes were also included on the complaints log appended to the report.

**The Board unanimously agreed to note the annual Complaints Report 2025-26.**