



2025 Annual Complaints Performance and Service Improvement Report

22 Yew Trees independent living flatlets

There have been no complaints received in 2025.

All service issues and requests have been rectified and will continue to be dealt with on a regular basis.

As we have daily contact with our tenants by means of a morning call either by telephone or face to face visit we are confident that they have every opportunity to report to us any issues. Tenants are aware that they have daily support from the Day Centre Manager and maintenance officer on site.

We have a robust system in place to deal with all issues. Maintenance requests are logged daily, and this log is audited by a Senior Officer on a monthly basis to ensure all items have been completed or documented to show any ongoing works that require external contractors.

We have monthly meetings with tenants where all are individually asked if they have any issues.

We have a complaints procedure in place which is prominently displayed on the tenants notice board.

We have a tenant involvement policy and an anti-social behaviour policy.

We are confident that tenants feel they have every opportunity to raise any service requests or complaints and that they will be dealt with effectively & immediately.

We completed all of our improvement plans from last year.

- a) We held an Annual General Meeting with tenants including representation from the Board of Trustees on 6th August, 2025.
- b) We ensured that tenants had a copy of all relevant policies and procedures.
 - 1) Complaints Policy
 - 2) Tenant Involvement Policy
 - 3) Anti-Social Behaviour Policy

This report was prepared by Anita Bassett, Business Manager in November 2025 and has been reviewed and approved by Carol McNidder, Chair of Trustees.