

Annual complaints performance and service improvement report

No complaints received in the year 07.04.23 – 06.04.24 although 11 service requests were made.

Items 1 - 6 are repair issues which were all dealt with promptly and to the residents' satisfaction.

Item 7 - request for external handrail – users have expressed satisfaction

Item 8 - response to reports of external lights not working

Items 9 – 11 - upgrade requests

1	Cottage 1	Storage heater	Replace
2	Cottage 7 + 8	Kitchen doors	Repairs
3	Cottage 8	Smoke alarm	Test and replace
4	Cottage 5	Storage heater	Replace switch and reset
5	Cottage 4	Bathroom light pull cord	Replace cord
6	Cottage 8	Bathroom light pull cord	Replace cord
7	Disabled access	Improvements to side entrance	Installation of handrails
8	Cottage 5 - 8	External light	Replace lights
9	Cottage 3	Toilet	Replacement toilet
10	Cottage 8	Sink and Vanity unit	Replace sink and vanity unit
11	Cottage 6	Kitchen taps	Replace taps

Whilst minor repairs will always occur and are often unpredictable PLHB is committed to initiating remedial work as soon as is reasonably practicable.

The annual property survey and annual residents review has proven useful as a method of identifying problems at an early stage particularly where adjustments can be made to ensure residents are able to live comfortably and independently.