

## **Annual complaints performance and service improvement report**

No complaints received in the year 07.04.24 – 06.04.25 although 8 service requests were made.

Items 1 - 6 all dealt with promptly

Item 7 – work commissioned

1	Cottage 4	Bathroom light pull cord	Replaced
2	Cottage 7	Bathroom fan heater	Resolved
3	Cottage 3	Personal alarm pendant	Replaced
4	Cottage 3 + 7	Storage heater	Checked and reset, residents advised about controls
5	Cottage 1	External light	Replaced
6	Cottage 7	Personal alarm call issues	Resident advised as to use
7	Cottage 3	Request to move washing line in communal garden to a new position	Work commissioned

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.