
Response from the Governing Body

To: Flint Housing Management Team

Date: 18/03/2025

The Board of Directors of Flint Housing has reviewed the Annual Complaints Performance and Service Improvement Report for the period 2024 and acknowledges the commitment of the Flint Housing management team and Pinnacle Group, as our external housing management partner, to maintaining high service standards.

The Board of Directors has also reviewed Flint Housing's Complaints Policy and self-assessment against the new Housing Ombudsman Complaint Handling Code 2024.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of the complaints system. The MRC and the Board have considered and approved the Complaint Policy self-assessment.

As a result of our small size, the senior management team actively monitors service quality at the individual resident level and has the ability to consider feedback and implement learnings from each individual resident and from each individual service issue raised (rather than relying on aggregate information). Board members are appraised of service issues and feedback on a regular basis and note that there is an embedded culture of focusing on delivering a high quality service to residents.

The Board recognises that, despite the fact that no formal complaints were received this year, the organisation has learnt a great deal from resident feedback and issues raised as part of service requests, particularly as it relates to the defects process on recently built properties, and need for improved communication with residents.

The Board will continue to encourage management to engage with residents to further improve the depth and breadth of feedback received with respect to Flint Housing and our housing management partner so that we can continuously improve our services. A low volume of complaints is not necessarily a positive sign. Learning through feedback, whether through formal complaints or issues raised as part of service requests, is critically important to drive improvement.

The Board of Directors supports management's plan to continue to encourage feedback, enhance data collection efforts, pursue staff training and to continue to review policies and procedures to embed best practice and ensure compliance with all regulatory requirements. We will continue to oversee performance and ensure that complaint-handling processes remain effective, transparent, and accessible to all residents and that service quality continuously improves.

Approved by:

Peter Dixon

Chairman

On behalf of the Board of Directors of Flint Housing