



# First Wave Housing Limited Board Meeting

18 December 2025

## FWH Annual Complaints Report 2024/2025

<b>No. of Appendices:</b>	Appendix 1- FWH Self- Assessment against the Housing Ombudsman's Complaint Handling Code
<b>Background Papers:</b>	N/A
<b>Contact Officer(s):</b> (Name, Title, Contact Details)	Nedene Dixon Strategic Support Officer Nedene.Dixon@brent.gov.uk

### 1.0 Purpose of the Report

- 1.1 This annual report sets out First Wave Housing (FWH) complaints performance for the period 1 April 2024 to 4 April 2025.
- 1.2 This report also includes FWH's self-assessment against the Housing Ombudsman's Complaint Handling code found in Appendix 1

### 2.0 Recommendation(s)

- 2.1 The Board are asked to note the annual complaints report and provide feedback.

### 3.0 Detail

- 3.1 FWH received two formal complaints during the reporting period. Complaint 1 was resolved within the prescribed timeframes. For Complaint 2, Officers were unable to confirm whether acknowledgement and response met required timeframes due to missing data in the complaints portal.
- 3.2 Under the complaints policy, an acknowledgement should be provided within 5 working days and a response within 10 working days.
- 3.3 *Complaint 1 – Anti-Social Behaviour*
  - 3.3.1 A resident of a non-Brent managed property raised a complaint of Anti-Social Behaviour (ASB) against a FWH tenant living above them. The complainant expressed displeasure with a pet living in the property which they deemed was causing noise nuisance. Additionally, the resident queried whether permission had been granted for the pet to be in the property.

- 3.3.2 In this case, the formal complaint was the first time ASB had been reported to Housing Management regarding this property. The complainant was provided with guidance on how to report future incidents to ensure any future evidence could be gathered. They were also informed that the pet permission policy of their landlord (Notting Hill Genesis) does not apply to FWH properties and permission had been granted for the tenant's pet. To conclude, the FWH tenant was reminded of their obligations under their tenancy agreement to prevent further issues. This complaint was managed effectively and within the required timeframes.

### 3.4 *Complaint 2 - Tenancy Termination Process*

- 3.4.1 A former tenant complained through the Housing Ombudsman. The tenant alleged mishandling of the tenancy termination process, specifically that their deposit had not been returned despite being given a return date. The complaint followed multiple escalations to colleagues internally, which had not resulted in a response.
- 3.4.2 Due to insufficient evidence, FWH cannot confirm whether the complaint was handled in line with its policy and has assumed non-compliance.

### 3.5 Analysis of complaints

- 3.5.1 FWH managed one complaint effectively, demonstrating a commitment to addressing tenancy management issues and supporting residents in reporting ASB. The second complaint, however, highlights weaknesses in communication and escalation processes, which resulted in the involvement of the Housing Ombudsman.
- 3.5.2 Housing Management Service (HMS) have incorporated bi-annual complaints reporting into their processes. A detailed report is presented twice a year to the FWH Board, covering performance, emerging trends, and planned service improvements. This reporting framework enhances transparency, provides the Board with clear visibility of issues affecting tenants, and ensures accountability for how complaints are managed.

### 3.6 Area of improvement

- 3.6.1 Complaints are managed by the relevant service areas in accordance with the Service Level Agreement (SLA) in place with FWH. While FWH is not directly responsible for handling complaints, we acknowledge a procedural failure occurred when a response was not uploaded to the portal. To mitigate the risk of recurrence, the complaints handling process has been reiterated and formally communicated to all relevant colleagues.

## 4.0 **Self- Assessment Against the Housing Ombudsman Complaint Handling Code**

- 4.1 The Housing Ombudsman's Complaint Handling Code became statutory on 1 April 2024, establishing best practices for managing complaints, including clear expectations for:

- Stages of the complaints process
- Timescales for responses
- Information required in responses

4.2 FWH conducted a self-assessment and did not identify any areas of non-compliance in its policies.

## **5.0 Conclusion**

- 5.1 In 2024 the complaints policy was redrafted and signed off by the Board after identifying areas of non-compliance within the existing policy. FWH are confident the policy updates now reflect full compliance with the Complaint Handling Code and are also in alignment with the Council's wider policy.
- 5.2 FWH will continue to carry out annual self-assessments against the Code and monitor any changes in regulatory and legislative requirements to ensure ongoing compliance.