

Annual Complaints Performance & Service Improvement Report 2025/26

01 Introduction

Oak Housing aims to provide excellent service to customers and recognises that complaints are an opportunity to learn and improve. We follow the Housing Ombudsman's Complaint Handling Code. This report fulfils the statutory requirement to publish an Annual Complaints Performance & Service Improvement Report.

02 Complaints Performance

The organisation received 33 complaints in 2025/26. Mandatory performance metrics include:

- Total complaints per 1,000 homes
- Average Stage 1 and Stage 2 response times
- Percentage responded to within statutory timescales
- Themes and root causes Repairs and shared ownership handover issues were the most common themes.

03 Timescales & Outcomes

Late responses were primarily due to contractor delays and additional investigation requirements. 80% of complaints were upheld. Learning themes included communication delays, contractor coordination, and handover processes.

04 Ombudsman Escalations

One case was escalated to the Housing Ombudsman. The determination is pending.

05 Learning & Service of Improvements

What we learned:

- Delays in shared ownership handovers
- Communication gaps
- Damp and mould triage issues

What we changed:

- New developer liaison processes
- Improved customer communication
- Strengthened damp and mould triage

Impact:

- Faster resolution times



We are here for you and your home

- No further damp and mould reports
- Improved customer satisfaction

06 Governance

This report was prepared by the Chief Executive Officer and approved by the Oak Housing Board on 12th June 2026.