



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025

A REVIEW OF COMPLAINTS AT jLiving – JEWISH COMMUNITY HOUSING ASSOCIATION IN 2025

For the period January - December 2025 the Association received 38 complaints from 17 tenants living in the homes owned by jLiving, Jewish Community Housing Association. Of these 17 tenants, 4 tenants raised a total of 13 complaints in total.

Of these complaints, 1 involved a dispute between neighbours and was therefore not considered as a complaint of the remaining 37, 14 complaints were upheld at Stage 1, 16 were not upheld and 7 were partially upheld. 10 complaints were escalated to Stage 2, 3 were upheld, 3 not upheld and 4 escalated to the IHO.

The Association has continued to address complaints raised by tenants within properties managed on behalf of a charity partner. They remain related to ongoing damp issues which are in the final stages of being resolved. Members will be aware that these particular properties are within large converted Victorian houses in very close proximity to the Hove seafront. We are aware that ongoing damp within properties remains an issue for many homes within the area, simply because of age and location.

Summary of Complaints

Due to the size of the organisation and the number of complaints received it is challenging to identify a particular trend. The complaints are also diverse in nature and therefore a summary is provided below

Lighting of memorial candles by a non-Jewish member of staff	Decant 'delay' during the planned decanting of Gordon Court for redevelopment
Damp – 2 complaints related to issues already being addressed. 1 not raised by the tenant but by a CMC, 1 not evidenced on survey	Bed bugs – 2 complaints – time taken to resolve the issue, treatments were underway
Parking Vouchers issued by the LA – not a jLiving responsibility	Communal washing machines

Guest room facilities – referred to insurers	Security
Boiler breakdown – boiler replacements were already planned, back up heaters and compensation provided	Hot water temperature during the use of temporary boilers pending replacement
Staff member unable to give a tenant a lift	Noise during routine maintenance works – tenants had been advised of the works
Safeguarding Policy	Helpline pendant
Verbal altercation with 2 separate members of staff on 2 separate occasions – raised by the same tenant.	Compensation amounts.

Outcome of complaint considered by the Ombudsman

On the 14th July 2024 following a Stage 2 investigation and response, a complaint was submitted to the Ombudsman as follows, the outcome of the investigation was received 30th September 2025.

Complaint Definition

Handling of disputes between the resident and her neighbours.

Response to the resident's concerns about staff conduct.

Handling of kitchen and bathroom works.

Response to the resident's concerns about security.

Administration of the resident's rent account.

Determination

There was no maladministration in the landlord's handling of disputes between the resident and her neighbours.

The landlord offered reasonable redress to the resident's complaint about staff conduct.

The landlord offered reasonable redress to the resident's complaint about its handling of kitchen and bathroom works.

There was no maladministration in the landlord's response to the resident's concerns about security.

The landlord offered reasonable redress to the resident's complaint about its administration of her rent account.

There was service failure in the landlord's complaint handling

Orders

Apologise in writing to the resident for its complaint handling service failure.

Pay the resident £50 compensation for its complaint handling service failure.

Action taken

The offer of compensation was refused by the tenant. A formal letter of apology was sent in respect of the service failure.

Conclusions & Response of the Board.

The Board notes that the number of complaints raised and dealt with under the Complaint Handling Code and Policy has increased slightly from 2024. It is noted that a significant amount of time has still been spent on 'inherited' issues within the managed property portfolio, these have however reduced. The Board remain satisfied that the Complaints Policy and Procedure is adhered to and confirms that it receives the Complaints Log as a standing item for all Board meetings. The Complaints Log is also considered by the Housing Operations Sub Committee at all meetings.

On 24th June 2026 the Board received:

- The 2025 annual complaints performance and service improvement report for residents living in homes owned and managed by jLiving
- A further copy of the Complaints Policy previously updated and adopted in March 2024.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of jLiving complaints system. The MRC and the Board have considered and approved the self-assessment that OHS complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board and Housing Operations Sub Committee. jLiving adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that jLiving are recording an accurate volume of complaints.

Given our size, jLiving does not have enough complaints to learn from trends. But our learning from individual complaints shows that there may be some misconceptions in respect of our role as social housing provider in some instances. Similarly, we have worked on and improved our communication to tenants, and this has been reflected in the 2025.2026 TSM survey results.

The Housing Operations Sub Committee also retains oversight of complaints received and review this information also on a quarterly basis.

As a Board we are mindful that whilst we are fortunate to receive a relatively low number of complaints on an annual basis, however it does remain the case that some of these complaints could be addressed at scheme level rather than the Complaints Officer, and only escalated as a formal complaint if not resolved. We consider that this is evidenced by the number of complaints not upheld at Stage 1 but were nonetheless resolved satisfactorily.

We are also concerned and wish to note within this report, that whilst the Complaints Policy and Procedure is widely available both on our website, Tenant Handbook and within the schemes on request, a small number of tenants have made direct approaches to the Chair of the Association both at his home address and via his work and personal email address. We do not consider this to be appropriate.

June 2026