

Board Statement: Mount Green

On behalf of the Mount Green Housing Association Board, I'm delighted to share our annual complaints performance and service improvement report with our residents and stakeholders. This year's report reflects the strides we've made over the last 12 months as we've adopted our ways of working as part of the Stonewater Group.

As part of our transformation, we've adopted a joint Complaints, Compliments and Comments Policy for the Group, as well as implementing shared procedures and using Stonewater's systems. It is particularly pleasing to see that we've kept our customer focus throughout this journey and maintained our high performance in terms of complaints responded to on time. This is an important way in which we can ensure we rectify any mistakes quickly and continue to provide the best possible service to our residents.

We're delighted to see our sustained focus on learning from complaints, with improvements embedded across our repairs, customer experience and complaint handling services. We're particularly excited about the introduction of our In House Maintenance Team for responsive repairs, which we believe will decrease complaints about our repairs over time. The adoption of key tools like Stonewater's Complaints Commitment Tracker will ensure complaint actions are completed on time and we look forward to further progress in 2025/26.

It's vital that we do everything possible to support vulnerable residents and we're really keen to see the impact of the new Specialist Resident Liaison Role, which has been put in place as part of our commitment to ensuring we make reasonable adjustments appropriately.

We note with interest that whilst we experienced an overall increase in new complaints in line with the wider sector, Stonewater itself saw a 10% decrease in stage 1s across the year. The opportunity to learn and share best practice between Mount Green and the Group is exciting and we're delighted to see our teams working together to deliver the best possible service.

We're looking forward to further progress in 2025/26 including ensuring greater customer involvement and engagement in our complaints service as part of the Customer Complaints Learning Panel. To get involved, please contact customer.engagement@stonewater.org.

We also want to take this opportunity to say once again how committed we are to improving our complaints service. We take the feedback from residents about their satisfaction with the service, alongside the Ombudsman's findings, seriously.

Ensuring improvements in 2025/26 is our priority.