



MYSPACE
HOUSING SOLUTIONS

Annual Complaint Handling and Service Improvement Report

Year ending March 2025

Introduction and foreword

My Space Housing Solutions is a charitable provider of supported housing – both specialist (regulated as social housing) and exempt accommodation – to vulnerable people, who are referred to us through local authorities, the prison service, care providers / authorities and veterans' associations.

Through our weekly support visits, we deliver tailored tenancy support to each customer, based on their needs, as highlighted through the referral and assessment process. Our aim is to provide sufficient support for our tenants to develop the skills to successfully manage their own tenancy and move on to non-supported housing wherever possible.

My Space has undergone a significant period of transformation over the last 18 months, with a new leadership team and Board of Trustees appointed. During this period and following our 2023-2024 Annual Complaint Handling and Service Improvement report, we have worked hard to ensure we are actioning tenant complaints in a compliant manner, in line with the requirements of the Housing Ombudsman's Complaint Handling Code and our own internal Complaint Policy, to provide appropriate remedies where these are identified. We have also improved our data reporting and analysis, to make it easier to analyse and identify trends and to implement improvement ideas based on these.

Our 2024-2025 report provides more detail regarding our complaint handling performance and it expands on a selection of our service improvements, put in place based on the customer feedback received through our complaints process. Over the next 12 months we hope to further enhance our customer engagement channels, as we continue to seek meaningful feedback in appropriate ways from tenants, to supplement that provided through complaints.

Policy, process and structure in place and working well, under a single point of management and control.

Active Member Responsible for Complaints, attending the MRC Conference 2024.

Stage 1:

- 123 Stage 1 complaints, from 111 individuals over the period. Based on an average of 1200 tenants at a time over the period – 9.25% of customer base.
- 58 (47%) upheld – representing service improvements being required for 4.8% of tenants
- 95% responded to by target date.

Stage 2:

- 17 (14%) escalated to Stage 2
- 41% upheld
- 100% responded to by target date.

Housing Ombudsman escalations:

- 2 received.
- 100% responded to by deadline. Awaiting determinations.

Service improvement framework in place and underway, linked to Corporate Plan and transformation programme.
Complaints KPI included in new performance scorecard.

Number of complaints raised/escalated*	2024									2025			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
S1	5	14	6	17	9	11	11	4	11	8	16	11	123
S2 escalations	0	0	2	1	3	3	1	4	1	0	0	2	17
HO information requests received	0	0	0	0	1	0	0	0	0	0	0	1	2
Total	5	14	8	18	13	14	12	8	12	8	16	14	142

**based on complaints received/escalated between 01/04/2024 and 31/03/2025*

Table shows number of actual complaints received – excluding those actioned as service requests, refused or withdrawn.

During 2024-25 we received 123 Stage 1 complaints, with 17 of these escalating to Stage 2 of our internal complaint process. Demonstrates an increase of 10 complaints from the previous year yet continues to represent a reduction in complaints from previous years.

Two information requests were received from the Housing Ombudsman, after tenants had escalated their matter for independent review. Both were responded to, and we await their determination.

Complaints Withdrawn, Refused or actioned as Service Requests April 2024 – March 2025

Number of complaints withdrawn, refused or actioned as a service request	2024									2025			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Withdrawn	1	0	0	2	3	0	2	1	0	1	1	1	12
Refused	0	0	1	1	2	0	0	0	0	0	0	0	4
Service Request	1	6	6	0	1	8	2	5	9	7	7	1	53
Total	2	6	6	4	8	8	4	6	9	8	8	2	71

Withdrawn

We have had 12 complaints withdrawn by complainants over the 12-month period. Notification of this is usually provided directly from the tenant, or from their housing support officer. In all instances we write to the complainant to confirm that the complaint has been withdrawn. This data was not available last year and therefore no comparison can be made.

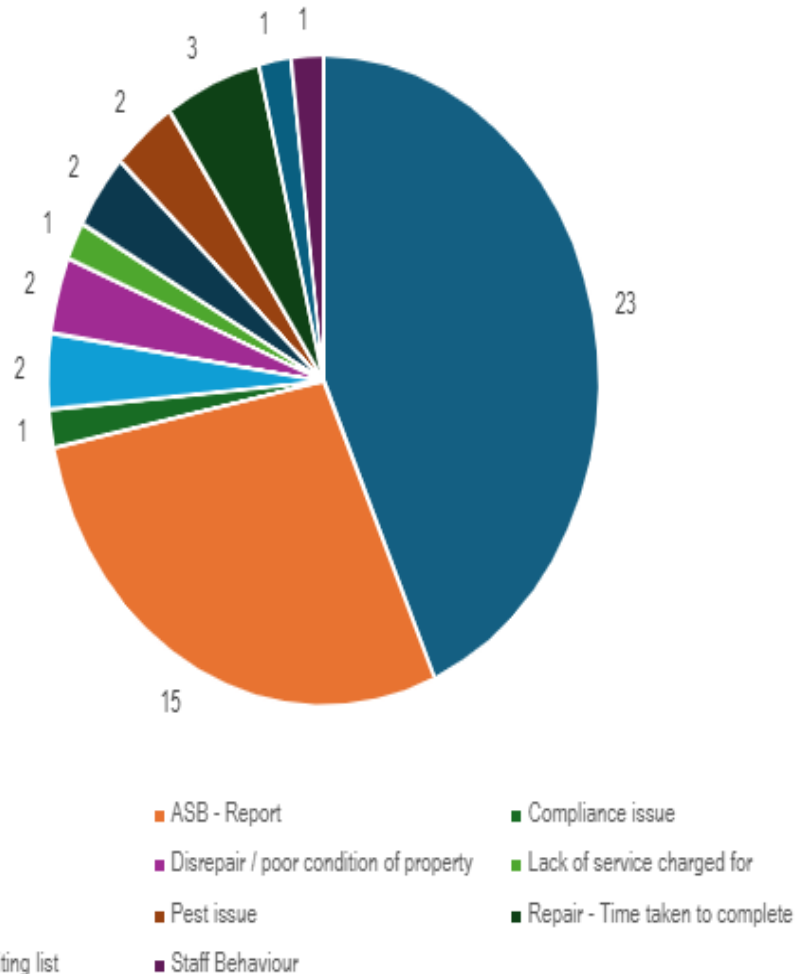
Complaints tend to be withdrawn following the initial contact from the housing manager with the complainant, where the complainant can express their concerns and work closely with the housing team regarding solutions. Feedback is that complainants sometimes simply felt frustrated and therefore complained but prefer to work with their housing support team to resolve issues.

Refused

3 enquiries received by the Complaints Team were refused on the grounds that they were commercial enquiries relating to landlords.

1 was refused due to the issue giving rise to the complaint occurring more than 12 months before the complaint was made – a refusal provision for which is permitted in the Code. This was nonetheless reviewed, although no further course of action agreed with the complainant as they ceased to be a My Space tenant some time before.

April 2024 - March 2025 Service Requests



53 enquiries actioned as service requests rather than complaints – i.e. first time the request had been reported or flagged-up to My Space for attention. In line with the Code, these were handled through separate, standard processes.

Encouraging tenants to use the correct process (ASB):

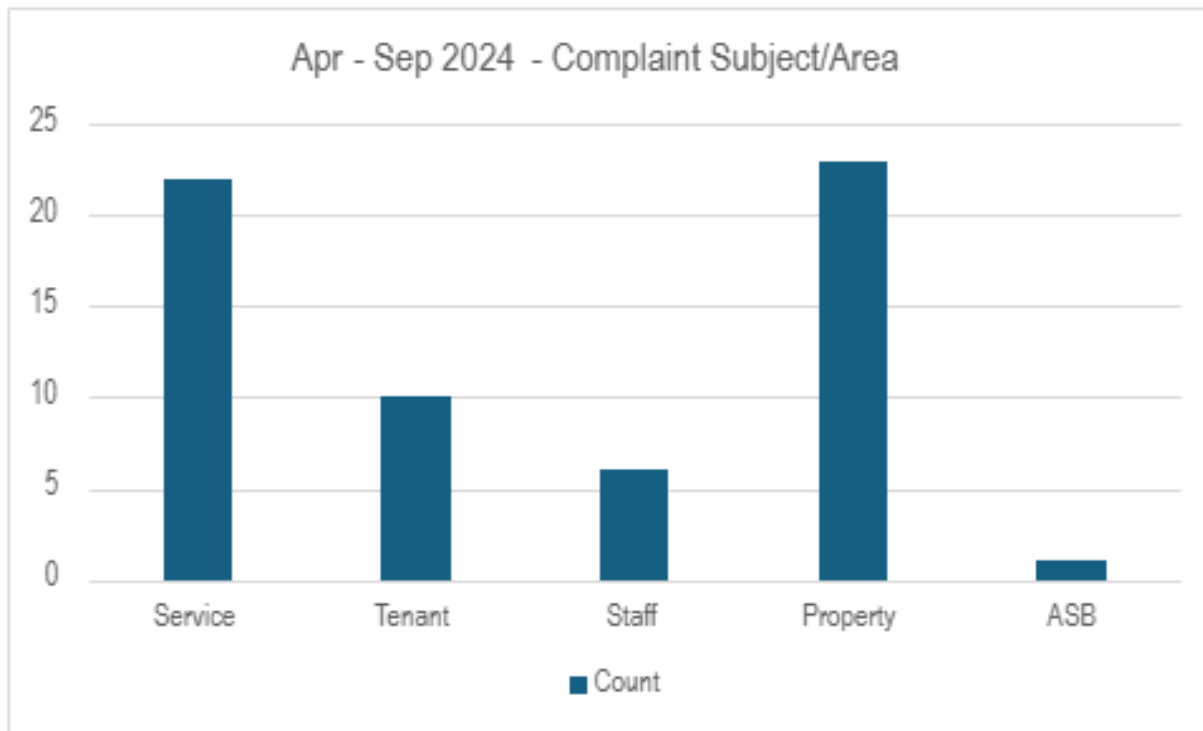
- Communicating the respective processes for these matters is key.
- We are providing further guidance to tenants about our ASB processes and our approach to case management and how we update those impacted.
- My Space have recruited an additional ASB Officer to cover the required workload.
- Where a complaints is issued and the tenant has not previously made us aware of the matter, for us to resolve, we will always
- A guide for colleagues to use in advising tenants how they can raise any request via their Housing Support Officer, who will see it through to completion and log it appropriately. With the exception of the ASB cases, in all other instances the request for a service had not previously been made.

Responding to service requests:

Each service request is logged and responded to with written confirmation as to why this is being treated as a service request. Should a further enquiry of the same nature be received later, this is reviewed in line with the guidance provided in the Code and may be raised as a Stage 1 complaint, if the situation has not been remedied satisfactorily.

Complaint Categories, by service area (April – Sept 2024)

From October 2024, we updated our methods to provide a more standardised approach to data capture and enable easier analysis and identification of trends. The following slides therefore show a split in reporting, a result of changing reporting methods mid-year.



We can see for the first part of the period 73% of complaints were categorised as either 'Property' or 'Service' related.

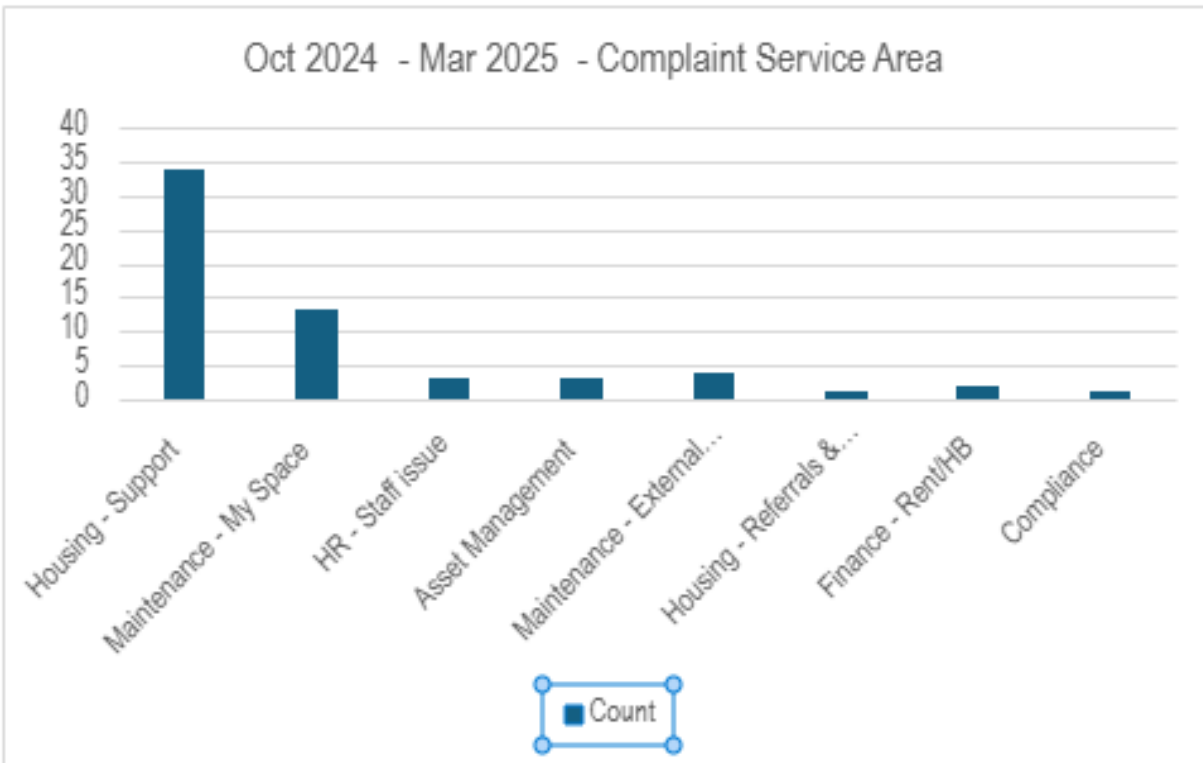
The 23 property related complaints included complaints about:

- Damp and Mould
- Boiler repairs / heating and hot water
- The overall condition of the property
- Utility costs
- Adaptations not being made
- Grounds maintenance

The 22 service related complaints were about:

- ASB (chasing updates on cases)
- Level of support
- Length of time for repairs
- Delays in moving to alternative properties, under management transfers

Complaint Categories, by service area (October 2024 – March 2025)



For the second part of the year, following the recategorisation of complaints data, 56% of complaints related to Housing Support and were in relation to:

- Support levels/customer expectations – 10
- Staff behaviour – 5
- ASB – 5
- Disrepair / poor condition of property - 2
- Repair raised multiple times, move on issues, delay in allocating property, pest issues, issue at void property, time taken to complete repair, disagree with warning issued – 1 each

Maintenance related issues accounted for 21% of complaints during the period and were about:

- Time taken to complete repair – 5
- Disrepair / poor condition of property – 4
- Quality of repair and damp & mould – 2 each

Overall, the data shows that complaints moved from being mainly property related in the first part of the period, to being about support from the housing team in the second.

Using data collected since October 2024 the table below quantifies the highest volumes of complaints received during the October 2024 – March 2025* period and shows:

- The percentage of these complaint upheld
- The percentage of the reason against complaints received in the period
- The percentage of these against the average customer base (average).

This highlights the volume of complaints determined as upheld / where service improvements were required.

Reason	Volume of complaints of this nature	Number upheld	Reason as a percentage of the complaints received for period	Reason as a percentage of volume of tenants during this period (av. 1200)
Support levels	14	4	23%	1.17%
Time taken to complete repair	7	6	11%	0.58%
Condition of property	7	6	11%	0.58%
Staff behaviour	6	2	10%	0.50%

Remaining complaint themes varied by complainant, with no key themes. Each was investigated fully, and where upheld, each case was rectified appropriately.

*We did not categorise the complaint reasons prior to changing our data capture in a way that is easily analysed, so complaint reason analysis has been completed for the period October 2024 – March 2025 only.

Complaint Outcomes

Outcomes S1	2024									2025			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Upheld	3	8	5	6	7	3	5	1	6	2	7	5	58
Not Upheld	2	6	1	10	2	7	5	3	4	6	7	5	58
MP Enquiry				1		1	1		1		2	1	7
Totals	5	14	6	17	9	11	11	4	11	8	16	11	123

Outcomes S2	2024									2025			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Upheld			1	1		2		1	1			1	7
Not Upheld			1		3	1	1	3				1	10
Totals	0	0	2	1	3	3	1	1	0	0	0	0	17

At Stage 1 only 50% were upheld following the complaint investigation, and at Stage 2 42% were upheld. MP enquiries, whilst actioned within the same timescales as complaints, are not assigned an outcome of upheld or not upheld, as these tend to be information requests on behalf of tenants.

Where tenants escalated to Stage 2, 12 of the 17 cases resulted in the same outcome and decision as Stage 1. Those where S2 resulted in a different decision, were:

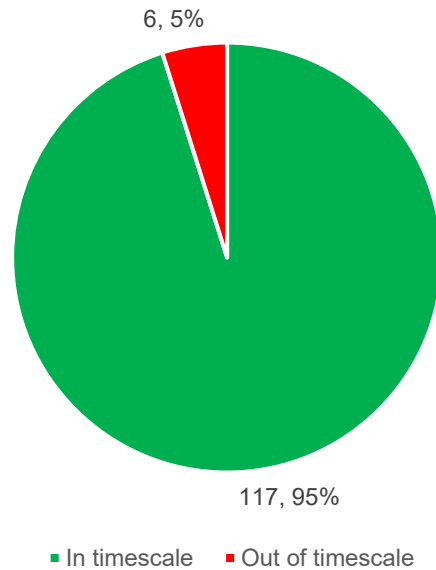
- New information and evidence received from tenant, which changed the outcome of the initial S1 investigation
- Stage 1 was upheld and Stage 2 was not, as the initial S1 decision was confirmed to be correct and reasonable, on reinvestigation at S2.

Reasons for escalation can be summarised as:

- Disagree with S1 response x 3 (none of which were upheld at S2 review)
- Disagree with compensation offered at S1 x 1 (upheld at stage 2 and compensation increased)
- S1 remedial actions not completed x 1 (upheld at stage 1 and remedial actions seen through to completion, with a dedicated responsible person overseeing all complaints resolutions now, to completion)

All responses, at both S1 and S2 are reviewed by our Complaints Officer (S1) and a member of the Executive Team (S2) before being issued, to check that all elements of the complaint have been fully investigated and responded to, that the outcome is accurate and that any remedial actions agreed are appropriate.

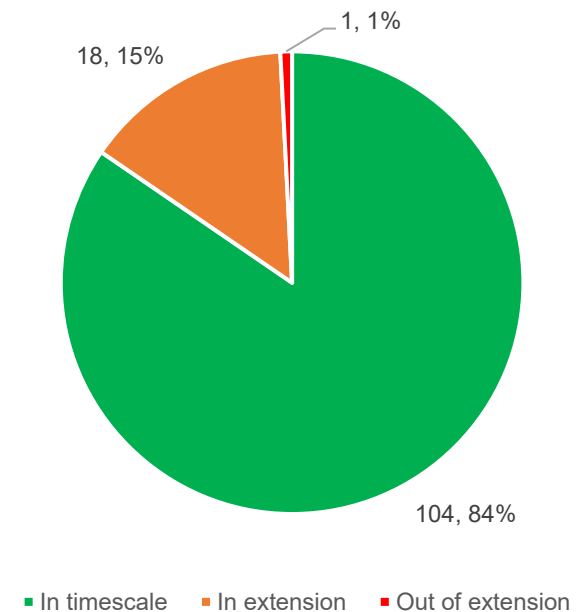
Stage 1 Acknowledgements



For the 6 cases where we were outside of the 5-day acknowledgement target:

- started to action this as a service request then changed to a complaint when more information provided by complainant – 2
- acknowledgement letter was written within timescales but not sent due to email error – 1
- insufficient contact details provided by complainant - 1
- reason not documented – 2 (*our process now dictates that reasons will now be fully documented*)

Stage 1 Responses

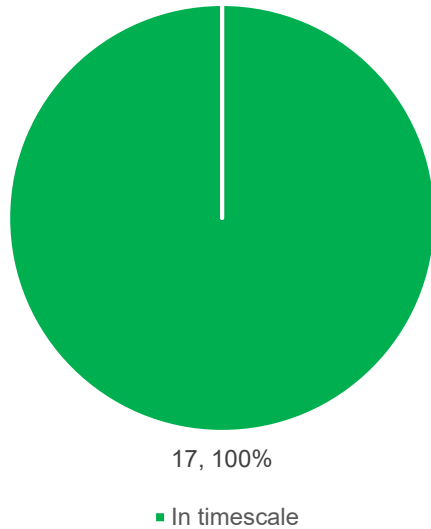


Of the 123 stage 1 responses:

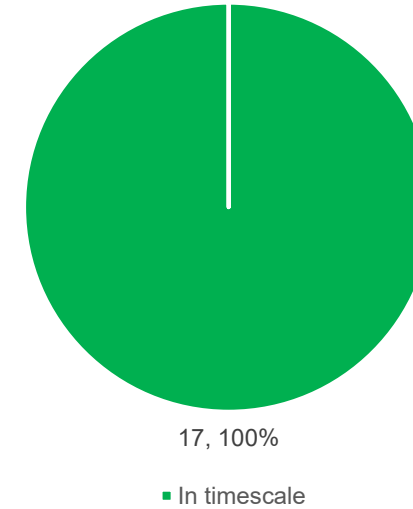
- 19 were extended and 18 of these were sent within the extended timescale of no more than an additional 10 working days.
- 1 reassigned due to unexpected colleague absence

Timescales – Acknowledgements and Responses – Stage 2

Stage 2 Acknowledgements



Stage 2 Responses



We acknowledged 17 stage 2 escalations within the 5 working day timescale and also responded to all these stage 2 escalations within the 20-working day timescale – no extensions were required.

The table below highlights improvements made as a result of those upheld complaints themes, identified at slide 8:

Theme	What we've done	What we're doing
Support provision	<p>Full review of support plans for all tenants, to ensure they are up-to-date, and that tenancy support is delivered in complete alignment with requirements.</p> <p>Quarterly reviews of support plans and risk assessments.</p> <p>Full management oversight and introduction of new performance measures.</p> <p>Review of non-engagement process.</p>	<p>Introducing new tenant voice channels in 25/26.</p> <p>With new Housing Management Systems in place, designing new reporting and workflow for support session documentation.</p>
Repairs	<p>Moved from limited geographical cover with an in-house repairs & maintenance model, to a new, full-coverage repairs and maintenance contract, underpinned by target response times and performance measures, with tight contract management.</p> <p>Policies updated accordingly.</p>	<p>Introducing an updated Customer Welcome Pack, with details of the expected response times for repairs, to manage customer expectations/on which they can measure us.</p> <p>Ratify and publish new, associated policies.</p>
Property condition	<p>Commenced a stock condition survey for all properties, supported by 'eyes and ears' reporting from colleagues and contractors attending site each week.</p> <p>Introduced a brand new programme of landlord H&S compliance, audited by independent specialists and delivered as an outsource model, by sector experts, with strong contract management.</p> <p>Commissioned whole building surveys, to identify priority works.</p>	<p>Roll out 'eyes and ears' reporting to new contractors.</p> <p>Continue to deliver the programmes of remedial works identified through surveys.</p>

My Space Housing Solutions Annual Self-Assessment

The Housing Ombudsman expects landlords to self-assess their compliance against the Complaint Handling Code. Our 2024-25 self-assessment can be found on our website.

The role of '[Board] Member Responsible for Complaints' (or 'MRC') requires transferring, as a result of the former MRC having resigned from the Board in February 2025.

Our new MRC was nominated at the Board Meeting of 20 May 2025 and confirmed as Francis Roche.

There have been no reports regarding our landlord performance issued by the Housing Ombudsman in the period.

Summary

Overall, the 2024-25 report is positive, with excellent complaints management performance against our target timescales. Our single point of management and coordination provides us with controlled management of this important process, and full compliance with the Code. Our new approach to data recording has also improved our analysis of the complaints received and moving forward we'll seek to augment this with additional (and appropriate) tenant feedback channels.

Upheld complaint levels are low at <5% of our customer base, and trends of upheld complaints highlight low numbers of recurring themes. We have highlighted that these upheld complaints should (or have already) been resolved/prevented from reoccurrence, as a result of the whole Company review carried out by our new Leadership Team, and its associated transformation plan, which aligns with theme areas. Our developing service improvement function will continue to use trend data identified from complaints to deliver process improvements to benefit both our colleagues and tenants and deliver efficient, fit for purpose services.

Board of Trustees Comments / Feedback

“The 2024–2025 self-assessment report highlights significant progress in strengthening the complaints handling procedures. Compared to previous years, My Space Housing Solutions has successfully implemented a more robust, compliant, and tenant-focused approach, with clear evidence submitted to support near-complete alignment with the assessment framework.

This year’s complaints performance data, presented to the Board, reflects a strong commitment to continuous service improvement—enhancing both the tenant experience and the outcomes of complaints. The Complaints Team has notably improved data recording practices, resulting in more informed analysis and actionable insights. Complaints remained low at under 5% of the tenant base, with upheld cases revealing only minimal recurring themes. It is especially commendable that the team has consistently applied learning from complaints to drive further service enhancements.

Looking ahead to 2025/26, the Board welcomes ongoing plans to expand tenant voice channels and diversify feedback mechanisms to complement insights gained from complaints.

The Board unanimously approves the content of the self-assessment and the complaints handling and service improvement report.

On behalf of the Board, I would like to formally thank the Complaints Team for their dedication to service improvement, their commitment to colleagues and tenants alike, and for delivering an efficient, fit-for-purpose complaints service.”

Francis Roche , Trustee and Member Responsible for Complaints