



MYSPACE
HOUSING SOLUTIONS

Annual Complaint Handling and Service Improvement Report

Year ending March 2026

Lucy Galante, Head of Policy, Systems and Change
(designated Company Complaints Officer)

August 2026

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 support planning 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 a fully implemented Complaints Management policy and process, in line with the requirements of the Housing Ombudsman's Complaint Handling Code. Our performance against our complaint related Key Performance Indicators (KPIs) is shared monthly with our Senior Management and Executive Teams, as well as being periodically reported to our Board of Trustees for transparency and assurance

We have introduced local operational forums in which complaints, their remedies and any learnings are shared and reviewed to increase operational awareness and learning from the issues our tenants raise with us.

Our 2025-2026 report provides insight into our complaint handling performance and gives details of some of the improvement activities we have implemented as a result of tenant feedback from complaints. We strive to continuously improve and will be seeking to put in place more changes in the coming year.

Policy, process and structure in place and working well, under a single point of management and control. Member Responsible for Complaints in place since 20th May 2025. Complaints Key Performance Indicators (KPIs) in place on performance scorecard and reported on monthly to our Senior Management Team and Executive Leadership Team.

Stage 1:

- 92 Stage 1 complaints, from 68 individuals over the period. Based on an average of 708 tenants at a time over the period – 9.60% of customer base, compared to 9.25% last year.
- 42 (46%) upheld – representing service improvements being required for 5.9% of tenants, up 1.1% from last year.
- 99% responded to by target date, compared to 95% last year.

Stage 2:

- 23 (25%) complaints escalated to Stage 2
- 65% of escalated complaints upheld
- 100% responded to by target date.

Housing Ombudsman:

- 2 escalations received and both responded to by deadline for information request.
- Awaiting determination for one, while the other had findings of no maladministration/service failure for complaint elements and service failure regarding our response to the complaint overall. All orders for this determination have been complied with within timescales.

Introduced changes to strengthen complaint investigation and outcomes and to share complaint data, trends and service improvement information operationally.

Number of Complaints Raised / Escalated*	2025									2026			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Stage 1	13	5	11	7	10	5	4	5	5	9	10	8	92
Stage 2	3	4	3	2	1	2	1	4	1	0	1	1	23
HO Information Requests received	1	0	0	0	0	1	0	0	0	0	0	0	2
Total	17	9	14	9	11	8	5	9	6	9	11	9	117

*based on complaints received / escalated between 01/04/2025 and 31/03/2026

The table shows the number of actual complaints received in the month, excluding those actioned as service requests or those refused. Detail of any complaints that were withdrawn is shown on page 5.

During 2025-26 we received 92 Stage 1 complaints, and 23 of these escalated to Stage 2 of our internal complaint process. This shows a decrease in Stage 1 complaints received of 31 from the same period for 2024-25 and an increase in Stage 2 escalations of 6, so overall a reduction of 25 Stage 1 and 2 complaints received in total, compared to the previous period.

Two information requests were received from the Housing Ombudsman, after tenants had escalated their matter for independent review. Both were responded to and we are awaiting a decision on one, while the other had findings of no maladministration for one element of the complaint, and service failure regarding a second element and our response to the complaint overall. All orders for this determination have been complied with and confirmation of this has been shared with the Ombudsman.

Complaints Withdrawn, Refused or actioned as Service Requests

April 2025 – March 2026

Number of complaints withdrawn, refused or actioned as a service request	2025									2026			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Withdrawn S1	1	1	0	0	0	0	1	0	1	1	2	1	8
Withdrawn S2	0	1	0	1	0	0	0	0	0	0	0	0	2
Refused	0	0	0	0	0	0	0	0	0	0	0	1	1
Service Request (including ASB)	1	9	7	6	8	2	7	6	8	3	7	10	74
Total	3	11	8	7	8	2	8	6	10	4	9	12	88

Withdrawn

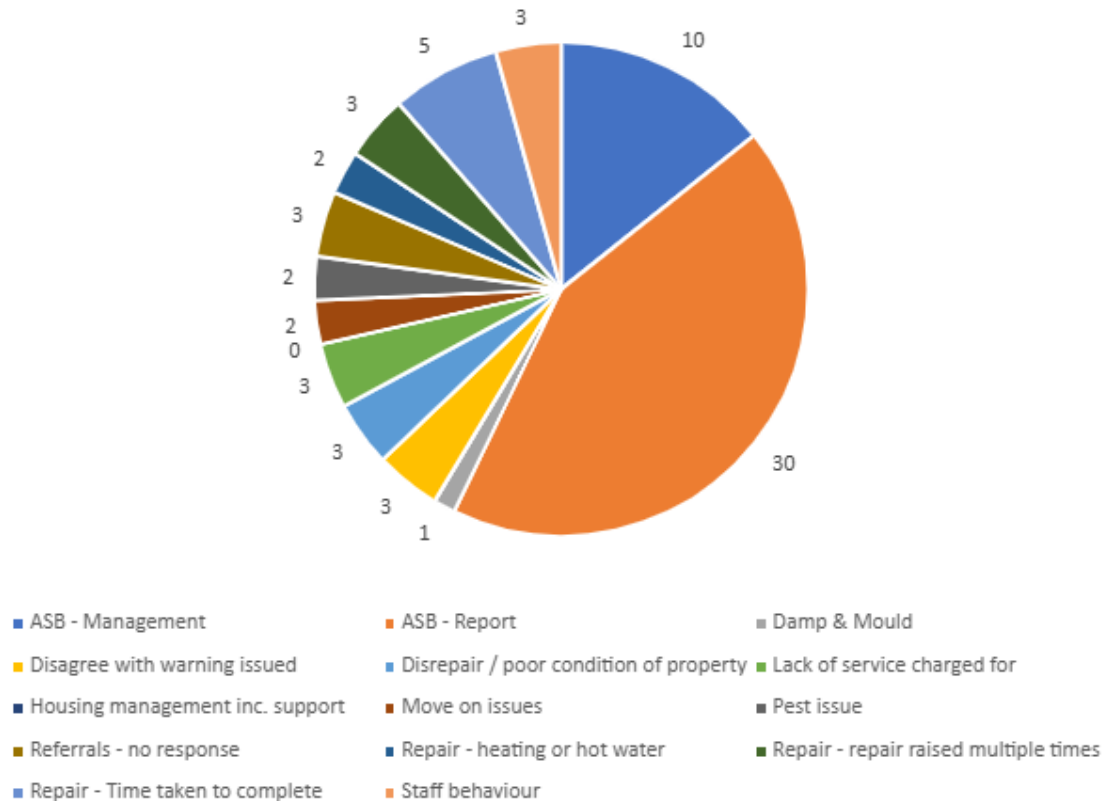
We have had a total of 10 complaints withdrawn by complainants over the 12-month period. Notification of this is usually provided directly from the tenant, from their housing support officer or via the investigating manager. In all instances we write to the complainant to confirm that the complaint has been withdrawn. This is a reduction of 2 from the previous year.

Complaints tend to be withdrawn either following initial contact from the Complaints Team when seeking further detail before acknowledging the complaint or following contact from the investigating manager. We will always seek to ensure that the tenant has had the opportunity to explain their concerns and that we understand the reason for their complaint, to understand if any service failure requires correction, regardless of whether they choose to withdraw. Tenant feedback indicates that the withdrawal is due to the issues causing the complaint having already been resolved, the tenant being in a better frame of mind and not wishing to continue or simply not wanting to proceed with the issue as a complaint any longer.

Refused

One enquiry received by the Complaints Team was refused on the grounds that this was already being addressed under an existing complaint at Stage 1 of our process which was confirmed to the tenant in writing.

April 2025 - March 2026 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.

74 enquiries were actioned as service requests rather than complaints, in line with the guidance provided in the Code – an increase of 21 from the previous year. This could have been because this was the first time we had been made aware of an issue or there is a specific process in place for handling the issue (e.g. ASB process, tenancy appeals process) that the tenant has not yet gone through.

ASB

A recurring theme from the previous year is that reports of anti-social behaviour (ASB) are received or directed via the complaints process. Each of these is checked by the Complaints Team to confirm if this should be a complaint, or raised as a service request, in line with the guidance in the Code.

Previous plans to provide additional guidance were revised until we were able to fully review and update our ASB related policy and process. Our ASB and Hate Crime policy has been ratified and shared with colleagues across the business, with staff confirming understanding and acceptance.

My Space has restructured its frontline services to blend ASB and Housing management into single roles. This means that the responsibility for remediation and prevention of ASB sits with tenant facing colleagues, who have better local knowledge of tenants and their concerns, therefore increasing responsiveness and effectiveness to tackling ASB.

As part of these changes, we have redesigned our ASB process and associated training and will be delivering these to colleagues during the first half of 2026, to both standardise and consolidate colleagues' understanding of the policy and process, as well as to provide them with the confidence to direct tenants to use the correct reporting route.

Other service requests

Service Request Area	What have we done
Time taken to complete repair Repair raised multiple times Heating / hot water repair Pest issues	- Introduced a robust framework of contractor management meetings, to ensure service level agreements are adhered to, with central senior management. - Updated and ratified our Home Quality policy, including Repairs and Maintenance, HHSRS and Damp & Mould and Pest management policies – shared with colleagues for knowledge and adherence.
Poor condition of property Damp and mould	- Introduced proactive quarterly Housing Health and Safety Rating System (HHSRS) inspections of all developments, with repair jobs raised for identified issues followed through to completion. - Adherence to Awaab's Law requirements in relation to reports of damp and mould, with inspections completed, remedies shared with tenants and delivered within timescales. - Completion of stock conditions surveys via a third-party specialist contractor to understand stock related issues, repairs and overall condition, to enable strategic and tactical approach to stock management and repairs.
Disagree with warning issued	We have documented and shared a policy and process regarding appeals against tenancy warnings, to provide a standard process and approach for both tenants and colleagues.
Housing Management inclusive of support provision	All issues raised in this respect were the first notification from the tenant that we had received, therefore referred to relevant Housing Manager and Housing Support Officer for action to be taken. No themes relating to issues were identified.
Lack of service charged for	Enquiries regarding service charges and personal support charges have been addressed with individual tenants as required, but senior management also delivered colleague training prior to rent and service charge changes, as well as providing standardised guidance for sharing with tenants. In April 2026 tenant communication was enhanced and records quality checked to ensure all tenants are fully informed and aware.
Move on issues	Service requests related to move on issues were analysed with no themes identified. Relevant operational teams notified of requests in each instance to take appropriate action.
Referral responses	- Access to Housing policy and process updated and shared with colleagues for their understanding and adherence, which include our referrals approach. - Planned review of our referral process during Q2/3 2026, including communication to both potential tenant and referring agency.
Staff behaviour	Service requests related to staff behaviour were analysed with no themes identified. Each individual case was referred to the relevant Housing Manager to act, with HR notified if required.

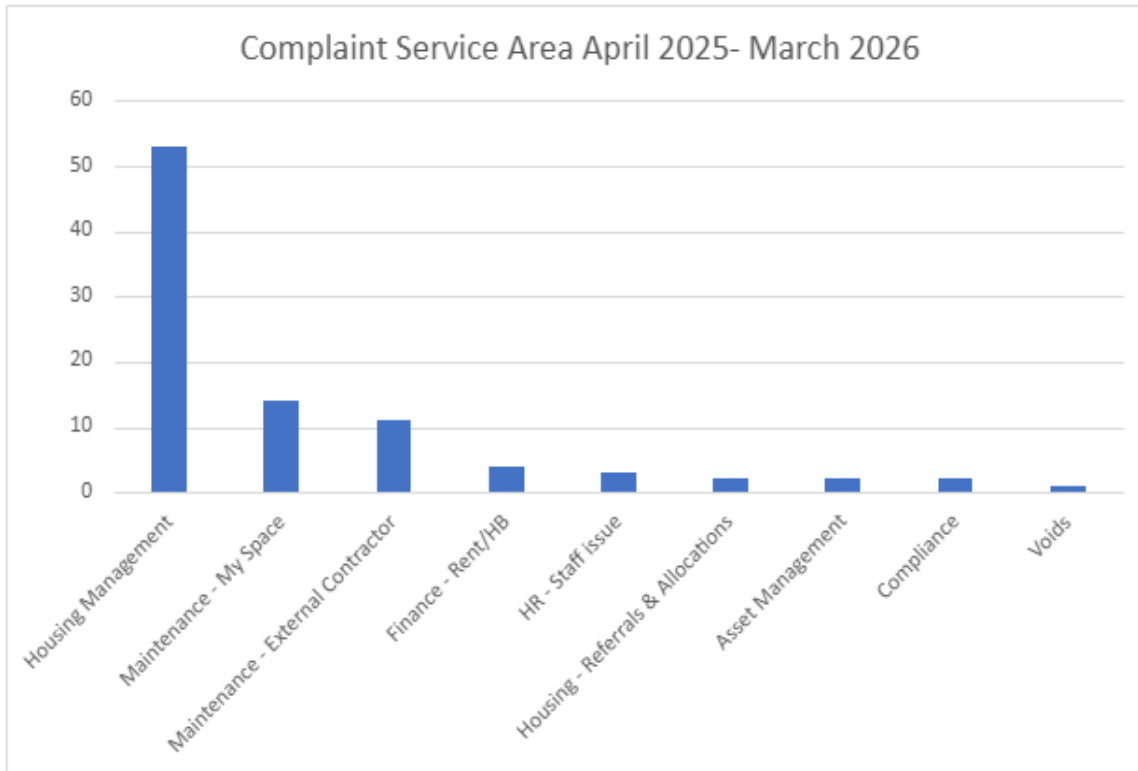
Complaint Categories, by service area April 2025 – March 2026

In our last report we split this data into two sections based on a change in reporting method. This year data has been recorded consistently, and we can see that a similar percentage of the volume of complaints received related to Housing Management (58%) compared to the second half of last year (56%). These complaints were in relation to:

- Housing management, including support – 17 (32%)
- ASB – 15 (28%)
- Staff behaviour – 9 (17%)
- Disagree with warning issued – 4 (8%)
- Disrepair / poor condition of property – 2 (4%)
- Move on issues – 2 (4%)
- Repair raised multiple times, pest issues, issue at void property, time taken to complete repair - 1 each (2% each).

Maintenance related issues overall, whether related to our internal team or external contractors engaged by My Space, account for 21% of complaints, which is the same as the second half of the previous year. These related to:

- Time taken to complete repair – 10 (40%)
- Damp and mould – 3 (12%)
- Repair raised multiple times, disrepair / poor condition of property, housing management, including support – 2 each (8% each)
- Pest issue, lack of service charged for, repair (heating or hot water), staff behaviour, quality of repair, issue at void property – 1 each (4% each).



Complaints relating to finance issues, including rent or housing benefit, were on par with last year (2 in second half of that period, compared to 4 across whole period this year). Tenants expressed dissatisfaction with the rent and service charge increase, particularly the personal support charge. My Space took action to inform tenants of the increase within timescales and provided colleague training and tenant guidance to fully explain the changes.

The table below quantifies the highest volumes of complaints received during the April 2025 – March 2026 period and shows:

- The number of these complaints upheld
- The percentage of the complaint reasons based on number of complaints received in the period
- The percentage of the complaint reason based on the average customer base (average).

This highlights the volume of complaints determined as upheld / where service improvements were required. Remaining complaint themes varied by complainant, with no key themes. Each was investigated fully, and where upheld, each case was rectified appropriately.

Reason	Volume of complaints of this nature	Number upheld	Reason as a percentage of the complaints received for period (92)	Reason as a percentage of volume of tenants during this period (av. 708)
Housing Management/service delivery	21	9	22.8%	3.0%
ASB	15	5	16.3%	2.1%
Staff behaviour	12	6	13.0%	1.7%
Repair - Time taken to complete	12	5	13.0%	1.7%

Please note that any complaint relating to actions or behaviour of staff members is notified to our Human Resources (HR) team at the point of the complaint being logged and acknowledged. The HR team are then also informed of the outcome of the complaint and would ensure delivery of any required HR or performance management related actions. None of the above upheld complaints regarding staff behaviour identified any HR related remedies, although in some cases additional process-based training needs were identified and delivered.

Outcomes S1	2025									2026			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Upheld	6	4	7	2	5	3	1	3	3	4	2	2	42
Not Upheld	6	0	4	5	5	2	2	2	1	4	6	4	41
Withdrawn	1	1	0	0	0	0	1	0	1	1	2	2	9
Total	13	5	11	7	10	5	4	5	5	9	10	7	91

At Stage 1 46% of complaints were upheld following the complaint investigation, compared to 50% for the previous period.

My Space have updated our complaint investigation process, by including the investigating manager's line manager in the review of the investigation. This enables additional input to provide:

- more operational awareness of each complaint
- additional knowledge and experience during the investigation and in the proposal of remedies
- an opportunity to identify any needs relating to growth and learning.

My Space have also introduced a monthly review of all complaints, at both Stage 1 and 2, based on operational service area. Management from each area discuss the complaints received and responded to that month to identify improvements relating to any potential trends, the need for colleague training or any customer communication.

Alongside this, all responses at Stage 1 are reviewed by our Complaints Officer before being issued, to check that all elements of the complaint have been fully investigated and responded to and that all applicable elements of the Complaint Handling Code have been considered.

It is worth noting that the categorisation of the complaint is selected during the logging and acknowledgement process to reflect the **main** element of the complaint. Complaints may have several elements and if one of the complaint elements is upheld, the complaint is upheld overall.

Outcomes S2	2025									2026			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Upheld	3	2	3	1	1	2	0	3	0	0	0	0	15
Not Upheld	0	1	0	0	0	0	1	1	1	0	1	1	6
Withdrawn	0	1	0	1	0	0	0	0	0	0	0	0	2
Total	3	4	3	2	1	2	1	4	1	0	1	1	23

At Stage 2 65% of escalated complaints were upheld. This figure is higher than the previous year, where 42% of escalated Stage 2 complaints were upheld.

Where complainants escalated to Stage 2:

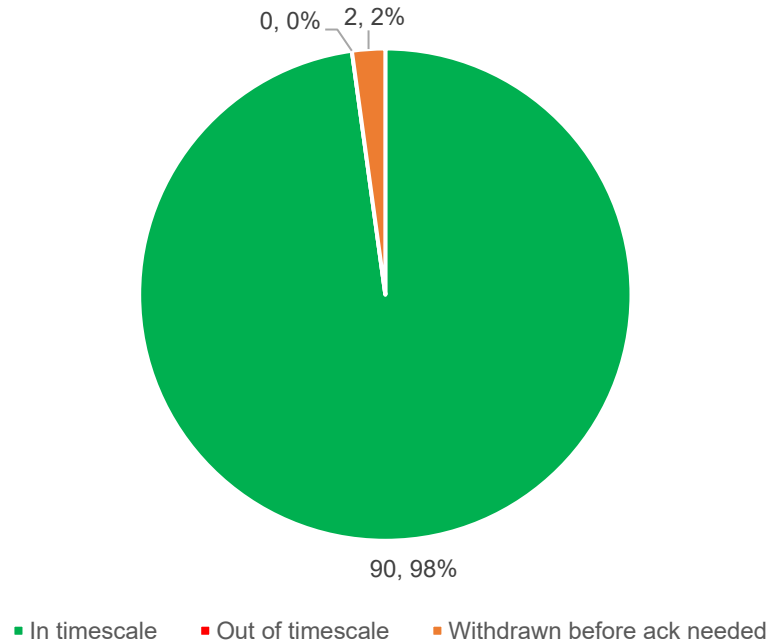
- 10 complaints resulted in the same outcome as Stage 1
- 3 complaints were upheld at Stage 1 but not upheld when escalated to Stage 2
- 2 complaints were withdrawn
- 8 complaints had one or more elements of the escalation upheld at Stage 2, which weren't upheld at Stage 1

For the 8 complaints where the elements were upheld at Stage 2, but not at Stage 1:

- For 3 complaints, a significant period (at least 3 months) had elapsed between the stage 1 and 2 complaint, meaning new information was provided or new or additional activity had taken place, which changed the outcome.
- For 2 complaints, processes were not followed post the Stage 1 response, causing a Stage 2 escalation.
- For 2 complaints, the Stage 2 investigation identified an element of service failure that was not identified at Stage 1.
- For 1 complaint, additional information related to the initial complaint reason was provided by the complainant, which changed the decision for this element to upheld.

Senior Managers attend all complaint investigation reviews at Stage 2 of the process and all responses at Stage 2 are reviewed by our Complaints Officer 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 Due April 2025 - March 2026

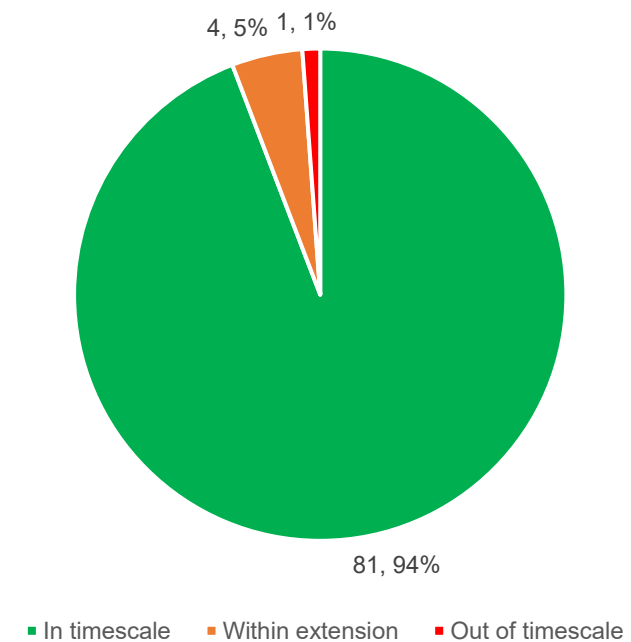


For the period, none of the 92 complaints received at Stage 1 were acknowledged outside the 5-day target.

Two cases were withdrawn prior to needed to be acknowledged within this target – these were logged and notifications of withdrawal sent, instead of acknowledgement of a complaint being raised.

Timescales – Acknowledgements and Responses – Stage 1

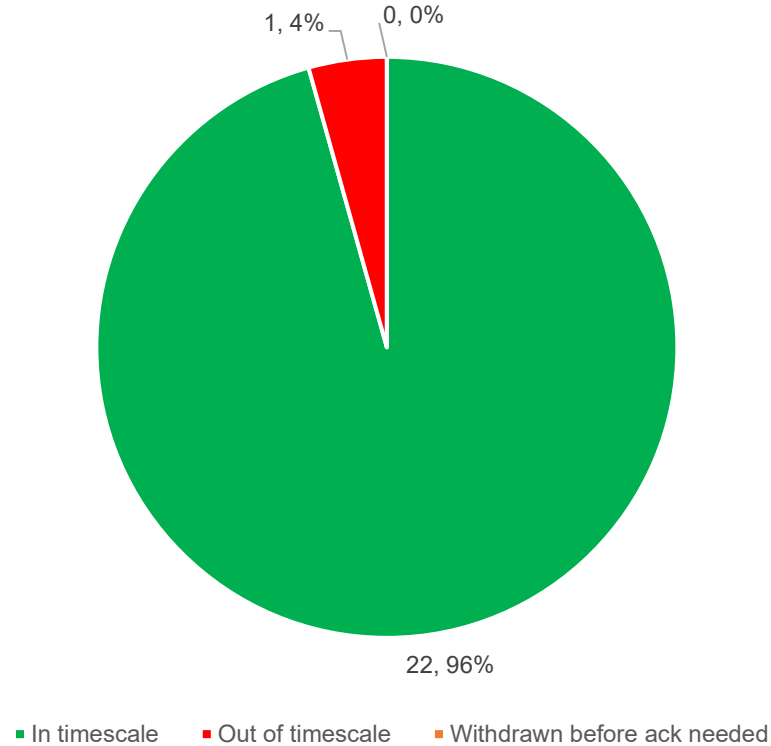
Stage 1 Responses Due April 2025 - March 2026



Of the 86 Stage 1 responses due in the period:

- 81 were sent within the initial 10 working day response timescale
- 4 were extended beyond this timescale as confirmed with complainants and sent within the extended timescale (no later than an additional 10 working days as per the Code).
- 1 was sent outside an agreed extended timescale due to administrative oversight. The extension agreed in this case was for 7 working days, so this response was still sent within the additional 10 working days allowed by the Code, but 1 working day late based on our agreement with the complainant.

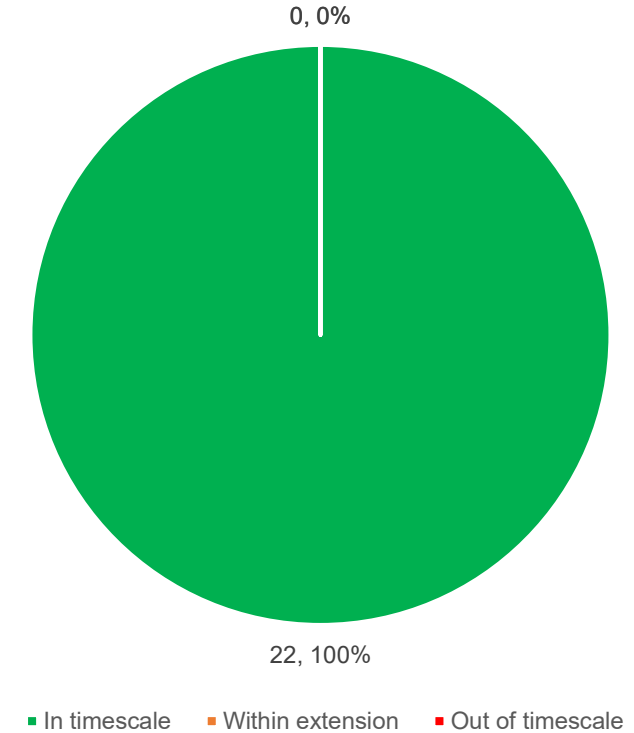
Stage 2 Acknowledgements Due April 2025 - March 2026



We acknowledged 22/23 Stage 2 escalations within the 5 working day timescale.

The case which was not acknowledged within timescale was due to administrative oversight, although when this was identified the response timescale was shortened so the complainant did not wait any longer for their response.

Stage 2 Responses Due April 2025 - March 2026



We responded to all 2 Stage 2 escalations due in the period within the 20 working day timescale and non required an extension.

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

Theme	Themes from tenant feedback*	What we've done	What we're doing
Housing management – service delivery <i>21/92 total complaints (22.8%), with 9 upheld</i>	- Requesting additional support at the point on move on/eviction - Consistency of support personnel - Communication to tenants regarding specific issues	- Engaged a Director of Housing Strategy to fully assess our current service provision, design and commence implementation of a revised approach to housing management and support provision. This ties in with our preparations for licensing and LA assessments. - Reviewed the structure of our Housing Support teams to optimise efficiencies and to grow and develop new talent in house where possible, while continuing to recruit new colleagues (note that Housing Support Officers are a role with a steady turn-over as the role currently attracts a minimum wage salary. Recruitment is therefore an ongoing activity in this area of the business, as is good quality inductions and onboarding).	- Introducing new tenant voice channels in the coming year following ratification of our Customer Voice policy, to gain further tenant feedback. - Continuing to scope and migrate support processes within the new Housing Management System, to standardise data, record keeping and processes. - Updating and ratifying our Tenancy Management policy and introducing a new Support Practice policy and any required associated processes, which will be shared via our website once approved. This will clarify our support offer and help manage tenant expectations in terms of service delivery. - Overarching plans to comply fully with the requirements of the Supporting Housing (Regulatory Oversight) Act 2023 and the licensing mechanism for its enforcement, which will satisfy the improvements required in this area.
ASB <i>15/92 total complaints (16.3%), with 5 upheld</i>	- Noise nuisance - Mis-use of substances - Visitors causing anti-social behaviour - Lack of clear communication on actions taken to resolve or prevent ASB	- Updated and ratified our ASB & Hate Crime policy and shared this internally with colleagues via HR and Learning system, with compliance relating to understanding and acceptance monitored and reported. This will increase policy understanding and confidence in application. - Reviewed and updated our ASB process and record keeping documentation in line with the updated process, to ensure these are accurate and fit for purpose.	- Delivering updated ASB training following new policy launch to all colleagues to ensure a consistent and comprehensive approach. - Updating our Customer Welcome Pack to include more information on ASB to manage tenants' expectations, as well as re-affirming our expectations about being a good neighbour. - Focus on compliance with Consumer Standards, including Neighbourhood and Community standard, to prevent, manage and respond effectively to reports of ASB
Repairs <i>12/92 total complaints (13%), with 5 upheld</i>	- Time taken to complete repairs - Multiple repair issued identified/raised - Attending/re-arranging appointments	- Updated and ratified our repairs related policies and shared these internally with colleagues via HR and Learning system, with compliance relating to understanding and acceptance monitored and reported. - Engaged a Property Consultant and implemented robust contract management controls, to ensure that services are in line with our and customer expectations and deliver value for money. - Commenced quarterly asset inspections of all developments within our stock to actively identify and arrange remedies for communal repairs. - Implemented our Awaab's Law process to identify and manage repairs relating to damp and mould and HHSRS hazards and comply with Social Housing (Regulation) Act. - Completion of stock condition survey to proactively identify and remedy repairs.	- Publishing repair policies and associated 'quick guides' on our new website following launch in April 2026, to clarify our service provision. - Engaging a new national contractor for grounds maintenance and facilities management repairs and maintenance, which will improve standards of communal areas of our developments. - Continuation of 5-year cycle of stock condition surveys, to proactively understand overall stock condition and identify repairs. - Focus on compliance with Consumer Standards, including Safety and Quality standard, to provide safe and good quality homes and landlord services.

*Themes taken from those complaints that were upheld.

The Housing Ombudsman expects landlords to self-assess their compliance against the Complaint Handling Code. Our 2025-26 self-assessment can be found on our website.

The role of '[Board] Member Responsible for Complaints' (or 'MRC') has been in place since their appointment on 20 May 2025 and is confirmed as Francis Roche.

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

Summary

Overall, the 2025-26 report is positive, and shows continued good performance against our complaint related targets. Our Complaints Management policy and process are fully embedded and complimented with colleague training and complaint related forums to increase awareness of complaints handling within the business, as well as promoting a learning culture regarding tenant feedback. We hope to improve this further in the coming year with the addition of supplementary tenant feedback methods, in line with our Customer Voice policy.

Our upheld complaint levels remain low at <6% of our customer base, and our response rate within timescales at Stage 1 has increased to 99% this year. We have implemented several service improvements and new or updated policies shaped by customer input and will expand on this moving forward with supporting activity including additional colleague training, sharing policies and associated 'quick guides' on our newly launched website, improving tenant communications via our re-designed Welcome Pack and planned implementation of our Customer Voice approach to gain further tenant feedback.

Additionally, our dedication to comply with the Consumer Standards (and Supported Housing licencing requirements) and continued Board oversight and KPI review, should enable us to improve visibility and governance whilst enhancing service delivery and customer satisfaction overall.

“The Board welcomes the 2025–2026 Annual Complaint Handling and Service Improvement Report and notes the continued strengthening of My Space’s complaints handling arrangements. Policy, process and structure are clearly embedded, and the organisation has demonstrated improved consistency, operational grip and responsiveness throughout the year.

Complaint volumes remained proportionate to the tenant base, with 92 Stage 1 complaints and 23 escalations to Stage 2. Stage 1 acknowledgements were delivered 100% within the 5-day target, and 99% of Stage 1 responses were completed within the Code’s overall allowance. At Stage 2, 96% of acknowledgements and 100% of responses were delivered within required timescales. Of the escalated complaints, 65% were upheld, with outcomes showing that most escalations related to new information, process gaps or additional activity occurring after the Stage 1 response. This demonstrates a fair, balanced and learning-focused approach to complaint review.

The Board also notes the organisation’s positive engagement with the Housing Ombudsman. Two cases were escalated for independent review, both responded to within required deadlines. One determination found no maladministration on the substantive issues and identified a service failure only in relation to the complaint response itself, with all orders complied with promptly. This reflects a constructive and transparent approach to external scrutiny.

The Board particularly welcomes the proactive initiatives introduced this year to improve service quality. These include updated and ratified policies across ASB & Hate Crime, Repairs, Home Quality, Damp & Mould, Pest Management and tenancy warning appeals; the introduction of quarterly HHSRS inspections; strengthened contractor management arrangements; and the restructuring of frontline roles to blend ASB and housing management for improved responsiveness. Investigation quality has also been enhanced through line-manager review, monthly operational forums and strengthened oversight from the Complaints Officer.

The organisation has taken clear action in response to upheld complaint themes, including improvements to support provision, ASB management, repairs performance and tenant communication. The engagement of a Director of Housing Strategy, redesign of support processes, updated ASB training, improvements to tenant information and preparation for compliance with the Supported Housing (Regulatory Oversight) Act 2023 demonstrate a maturing, learning-driven approach to service delivery.

Looking ahead, the Board supports the organisation’s priorities for 2026/27, including new tenant voice channels, migration of support processes into the Housing Management System, publication of repairs policies and quick guides, and further embedding of updated ASB processes and training, all as part of our commitment to satisfy our regulatory standards and achieve the expected outcomes for our tenants.

On behalf of the Board, I would like to thank the Complaints Team and all colleagues for their continued dedication to improving tenant experience and delivering a responsive, compliant and increasingly mature complaints service.”

Francis Roche Trustee & Member Responsible for Complaints