

SALISBURY CITY ALMSHOUSE & WELFARE CHARITIES

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

A REVIEW OF COMPLAINTS FROM 1 JANUARY – 31 DECEMBER 2024

From January to December 2024 to we received 2 complaints from residents living in the **228** homes owned by Salisbury City Almshouse & Welfare Charities

These related to condensation and mould in a general-needs almshouse, and the Charities expenditure.

This complainant was satisfied with the Charities' response and action.

Learning from complaints to improve services

Issue	Learning point
A young couple living in an almshouse general-needs flat complained about mould. A staff member inspected the flat and found that there was indeed condensation and mould, but the flat was not being heated, laundry was being dried in the flat, condensation was not being wiped and mould was not being cleaned. The Charities carried out remedial work in the two bedrooms, including removing skirting boards, fitting rigid insulation boards and battens to the outside walls, fitting foil backed plaster board and replacing the skirting boards. The Residents were advised, both verbally and in detail by letter, how to deal with condensation and to avoid mould developing. A Housing Conditions Officer from Wiltshire Council subsequently inspected the flat, confirmed that there was no evidence of significant disrepair to the structure of the building and advised the residents to find a satisfactory balance between thorough ventilation and adequately heating the flat.	We have circulated detailed instructions on how to deal with condensation and prevent mould to all our general-needs housing residents. Regular inspections of the properties continue to be carried out.

A Resident living in a Grade II listed almshouse site complained that the Charities were wasting money on replacing two windows on the site which he felt did not need urgent replacement. The Clerk to the Trustees explained that, as other windows and doors on the elevation did require upgrading, we had applied for permission to have all the windows and doors on the elevation to be replaced in order to enhance the overall appearance of the listed property.	We will now ensure that we explain to Residents concerned the reasons behind any major expenditure.
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BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Board has received and approved the Annual Complaints Performance and Service Improvement Report for January to December 2024.

The Clerk to the Trustees regularly reports any complaints received to the Board, and the Board ensures that they are proactively acting with the remit of the Housing Ombudsman's Complaint Handling Code.

For this year, we are pleased to report that we received only two formal complaints and neither were escalated or referred to the Housing Ombudsman Service.

However, this does not mean that we are complacent. All Residents have received our Complaints Policy and are aware of the procedure to be followed should they wish to lodge a complaint. The policy will be given to all new Residents. Our staff have been trained on the importance of complaint handling.