



Complaints Performance and Service Improvement Report

April 2023 – March 2024

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Introduction

From April 2024 the Housing Ombudsman Service requires landlords to produce an Annual Complaints Performance and Service Improvement Report.

Perran Housing LLP (Perran) became operation and had its first residents in December 2023, its current portfolio stands at 27 properties, with 20 being occupied, remaining 7 are shared ownership properties going through the conveyancing process. All 7 affordable rent properties are occupied.

Perran employee a managing agent to undertake all stage 1 complaints, and Perran will undertake all stage 2 complaints.

Annual Self-Assessment

The new Complaints Handling Code came into effect from 1st April 2024, and we have undertaken a full review of our Complaints Policy to ensure compliance with the new code. The annual self-assessment of the Complaints Handling Code can be viewed on our website.

Complaints Handling Performance 2023-2024

We have received 0 complaints during the year April 2023- March 2024.

Service Improvements and Learning

As no complaints have been received in April 2023- March 2024 there is no feedback from residents to inform service improvements.

Ombudsman reports

In the year April 2023- March 2024 the Ombudsman have made no reports on Perran.