The Barnes Fund

SUPPORTING THE COMMUNITY OF BARNES

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

2025

INTRODUCTION

RLHA
SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- Retirement Lease Housing Association (RLHA) – part of ELM Group – manages Walsingham Lodge on behalf of The Barnes Fund
- If you would like to view the RLHA annual complaint handling report, you can do so here.
- The Barnes Fund has their own complaints policy, which explains how complaints are handled at Walsingham Lodge:

"In order to ensure resident's complaints are dealt with appropriately, the following steps are taken:

- *The Barnes Fund / The Walsingham Lodge Trust ensure that the property management company that manages Walsingham Lodge almshouses and the leasehold bungalows at Berkeley Road on a day to day basis has an adequate complaints policy and procedure in place.*
- *The property management company are required to report serious complaints to the Charity; to act to resolve them in accordance with this Policy; and to keep the trustees informed as matters progress.*
- *This Policy is read by all trustees and is reviewed annually."*

NUMBER OF COMPLAINTS

RLHA SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- The Barnes Fund and RLHA have not received any complaints in relation to Walsingham Lodge.
- The complaints policy for The Barnes fund can be accessed via their website, or on request to The Barnes Fund or RLHA. The RLHA complaints fund can again be accessed via their website, or on request to RLHA.
- As there have been no complaints this year, we cannot identify any themes or improvement areas from complaints. We have recently surveyed residents of Walsingham Lodge, so we can use this feedback to identify areas of improvement and drive change.

SURVEY FEEDBACK (SO FAR)

RLHA SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- As of June 26th, the Walsingham Lodge survey is still open – from the 12 responses we have received so far, we have received 7.92 out of 10 for Customer Satisfaction Score, and 9 out of 10 for Net Promoter Score.
- The overall feedback has been strongly positive. We received positive recognition of on-site staff.
- Residents praised the estate as clean and quiet, and commented positively on the grounds, gardens, accommodation, surroundings and proximity to shops and services.

WHAT RESIDENTS TOLD US - WHAT WE DO WELL

RLHA SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- "I would recommend to friends and family as it's a great place to live and organisation."
- "Because things seem to be running smoothly."
- "The RLHA have wellbeing at heart."
- "Good and efficient service."
- "Any problems we have we tell Tracy and they are dealt with promptly."
- "Tracey is attentive to residents needs, James fixes everything quickly, the new gardeners Tom& staff are first class."
- "Yes, as along with the Trustees the estate has had cameras fitted which makes me feel safer"
- "Look after residents and homes"
- "Place is clean & quiet"
- "It totally meets my needs"
- "Prompt service"
- "look after grounds very well, CCTV"

WHAT RESIDENTS TOLD US - WHAT WE CAN IMPROVE

RLHA SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- "Central heating is outdated"
- "To a degree .Some things take longer than normal. IE The large tumble dryer has not been working for a while and it is essential. Waiting for estimates."
- "It takes a long time for requests to be addressed."
- "Mostly good but when our housing manager was off sick, felt isolated. One visit a week was not enough."
- "Wanted to talk about housing & had to leave a message but no call back."
- "who do we contact when HSO (Housing Services Officer) not at work?"
- "Speed up on important tasks We have to wait for estimates"
- "Communicate to all residents. Regular meetings with managing company/area manager."

RLHA IMPROVEMENT PLAN – ACTIONS TAKEN

RLHA SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- New Head of Customer Experience in post from July 2025, overseeing the complaints handling process and administering training to the RLHA team.
- Complaints policy is under frequent review alongside the Housing Ombudsman Complaint Handling Code to ensure correct procedures are followed.
- Weekly complaints review meetings are held to examine ongoing and recently closed complaints, evaluate lessons learned and assess ongoing service issues to monitor progress and maintain momentum.
- With each complaint received we analyse outcomes and learnings to ensure that similar issues are not repeated in the future.
- Fixflo has been implemented to manage repairs and maintenance – speeding up reporting and scheduled maintenance events.

RLHA IMPROVEMENT PLAN – NEXT STEPS

RLHA SINCE 1971

The Barnes Fund
SUPPORTING THE COMMUNITY OF BARNES

- Customer focus survey for Walsingham Lodge currently with residents to obtain feedback on what we're doing well and where we can improve. 12 responses received so far, full survey report to follow next month.
- Dashboard is being created to track feedback from surveys, lessons learned and future actions, ensuring relevant team members can track updates.
- Maintain weekly review meetings of current and recently closed complaints.
- Continue to deliver refresher training sessions and promote a positive culture in complaint handling across the organisation.
- Any complaints received and feedback from surveys will be reported to the Barnes Fund to for action/review.