

Dear Carly,

I apologise for the misunderstanding as the documents currently available on our website, relate to the year 2023/24.

I am pleased to attach the following documents in response to your email dated 29<sup>th</sup> October 2025:

- Annual self-assessment (2024/25)
- Complaints Policy (approved on the 19<sup>th</sup> of February 2025)
- Draft Annual Complaints Performance and Service Improvement report for 2024/25 (this has been signed off by our board at a meeting held on the 17<sup>th</sup> November 2025)
- Analysis of repairs requests
- Sample tenant satisfaction survey returned (with the name of the tenant blanked)
- Draft Acceptable Behaviour Policy (this will be approved by our board at their next meeting)

Croft HA is a small organisation providing a maximum of 337 units of temporary shared housing. We receive referrals from Liverpool City Council housing options team, the Red Cross, Refugee network for change, probation service, DWP, colleges, The Whitechapel Centre, Serco, and many more. The temporary nature of the accommodation we provide, results in very complaints being received.

We have treated the requests for repairs like complaints for the purpose of the Annual Complaints Performance and Service Improvement report, but we hope to have more types of complaints for next year's report following the dissemination of our updated Complaints Policy and in particular the addition of the definition of a complaint.

I am confident that our Complaints Policy is compliant and happy that the Annual Self-Assessment and Annual Complaints Performance and Service Improvement report reflect where we are at, as an organisation and the changes that we need to make to be fully transparent and capture every learning opportunity which will result in an improved service for our tenants.

We will publish our documents for 2024/25 on our website including the response from our Board once they have been approved and signed by them.

Thank you for your patience and understanding.

Best wishes,

Gerard Wood – Housing Manager