

Forth Housing Association

Complaints Report

2025-26



Our Purpose



Transforming Lives with Homes not Houses

Strategic Goals:



Sustainable Homes

Our homes will be desirable, safe, energy efficient, accessible and affordable.



Responsive Services

Our services will meet local needs, demonstrate value for money and achieve high levels of satisfaction.



Inclusive Culture

Our culture will be open, collaborative and empowering, supporting learning and innovation.



Modern Organisation

Our organisation will be agile, financially stable, well governed and a great employer

Introduction

Welcome to Forth's Annual Complaints report. This report provides a summary of our complaints handling performance for the period April 2025 to March 2026, against a range of complaint handling indicators.

At the heart of everything we do is our commitment to providing good-quality homes and services for our tenants. We know that sometimes things do not go as planned, and when they don't, we want to hear about it.

Every complaint we receive is important to us. It gives us the opportunity to understand where we have fallen short, put things right where we can, and learn how we can improve. We want all tenants to feel confident that their concerns will be listened to, taken seriously, and responded to fairly and promptly.

We are committed to making our complaints process easy to access and straightforward to use. The feedback we receive helps us improve the services we provide, and we use what we

learn to make positive changes that benefit all our tenants.

In this report, you'll find information about the complaints we received over the last year, how we handled them, and what we have learned. We've also included some real examples in our **"You Said, We Did"** section, showing how tenant feedback has helped shape improvements to our services.

We're pleased that our complaint handling has remained strong over the past year, but we know there is always more we can do. We will continue to listen, learn, and improve so we can provide the best possible service to our tenants.

Finally, we've included a section on compliments because it's just as important to celebrate the times we get things right. We're always grateful when tenants take the time to recognise good service, and we enjoy sharing these positive stories with you.

2026 Independent Tenant Satisfaction Survey

Earlier this year, we carried out an independent Tenant Satisfaction Survey to hear directly from you about the services we provide. This survey gave us more detailed feedback than ever before, helping us better understand what's working well and where we need to do better.

The results allow us to look at feedback from each housing development, giving us a clearer picture of your experiences. This means we can celebrate the things we're getting right, while also focusing on the areas where improvements are needed.

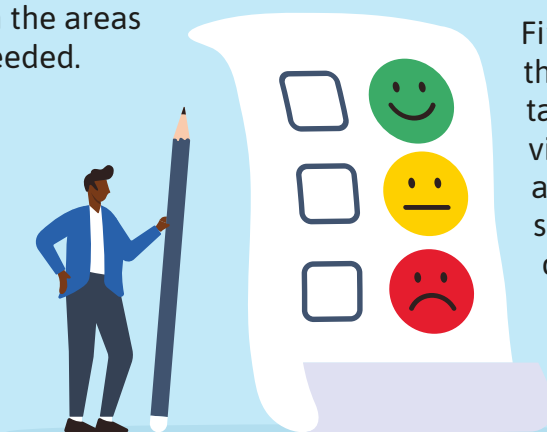
Your feedback plays a vital role in helping us shape our services and make changes that will benefit all our tenants.

We're delighted that **95% of our tenants are satisfied with the overall service we provide.**

While we're proud of this result, we know there's always room to improve, and we'll continue working hard to provide the best possible service for everyone.

We hope this report shows our commitment to listening to your feedback, learning from your experiences, and making positive changes. By working together with our tenants, we can continue to improve our services and make a real difference to our communities.

Finally, we'd like to say a sincere thank you to everyone who has taken the time to share their views with us, whether through a complaint, compliment, survey, or other feedback. Your comments help us understand what matters most to you and play an important role in shaping the services we provide.



What is a Complaint?

A complaint is simply a way of letting us know when you're unhappy with our service or something we've done – or haven't done.

We want to hear from you if you feel we've got something wrong. Your feedback gives us the opportunity to put things right where we can and helps us improve the services we provide for everyone.

How We Deal With Complaints

We aim to deal with every complaint fairly, respectfully and as quickly as possible. Most complaints are handled through our two-stage complaints process.

Stage 1 – Frontline Resolution

Many concerns can be sorted out quickly by the member of staff or team involved. We aim to respond to Stage 1 complaints within five working days.

Stage 2 – Investigation

If your complaint is more complex, or you're unhappy with the Stage 1 response, we'll carry out a full investigation. We'll take the time to understand what happened, review all the relevant information and provide you with a full response explaining our decision and any action we'll take.

If You're Still Unhappy

If you're not satisfied with our final response, you have the right to ask the Scottish Public Services Ombudsman (SPSO) to independently review how we handled your complaint.

For more information please visit **[SPSO.org.uk](https://www.spsos.org.uk)**



How Can I Make a Complaint?

We want making a complaint to be as easy as possible. You can contact us in whichever way suits you best:

- Speak to us in person
- Call us
- Email us
- Write to us
- Complete our complaints form via website
- Use our online tenant portal **MyForth**

When you get in touch, it helps if you can tell us:

- Your name and how we can contact you.
- What has happened.
- Why you're unhappy.
- What you'd like us to do to put things right.

Don't worry if you don't have all the details – we'll work with you to understand your concerns and do our best to resolve them.

Performance Overview

This section provides you with an overview of how we have performed over the last year when handling your complaints.



We received **47** Stage 1 complaints.



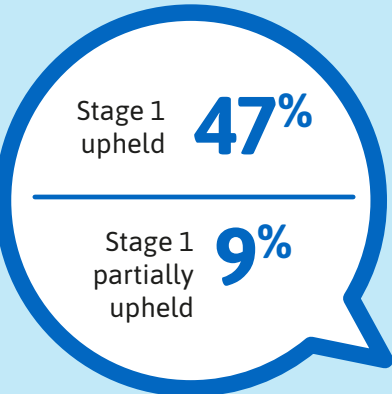
We completed our Stage 1 complaints in an average of 3.95 days.



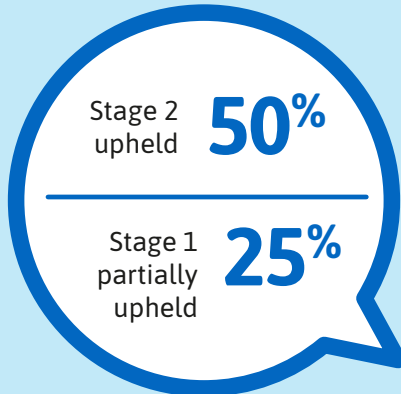
We received **12** Stage 2 complaints.



We completed our Stage 2 complaints in an average of 19.92 days.



Of all Stage 1 complaints we upheld **22** of them (47%) and partially upheld **4** (9%)



Of all Stage 2 complaints we upheld **6** of them (50%) and partially upheld **3** (25%)

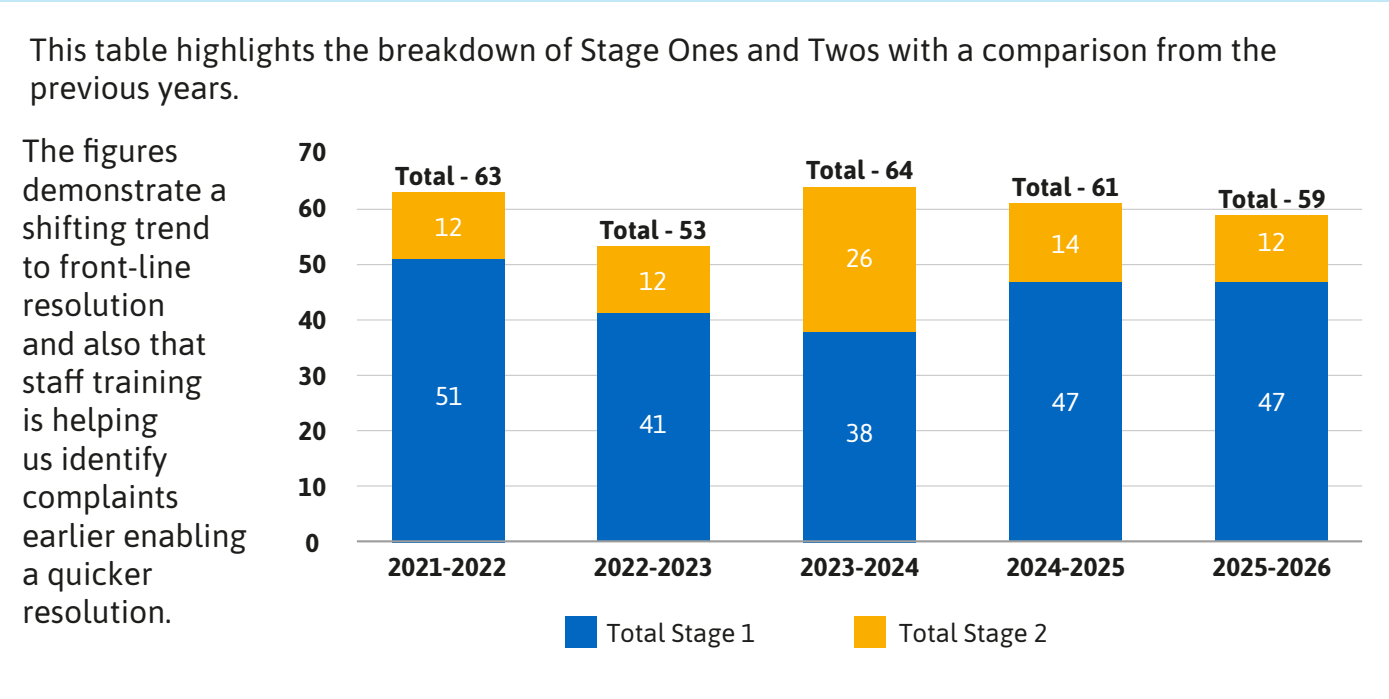


Performance Analysis

Over the course of the year, we logged and responded to a total of 59 complaints.

Of these complaints, **47** were considered to be a Stage 1, the ‘frontline resolution stage, where complaints are considered to be relatively straightforward and can be resolved within a five working-day time period.

We also considered **12** more complaints at Stage 2, our ‘investigation’ stage for more complex or serious complaints which require a more detailed investigation or response.



Learning from Your Complaints

We received 59 complaints, with the most common concerns relating to contractor conduct, reactive repairs and staff conduct.

We’re taking these concerns seriously and looking closely at the reasons behind the complaints. By understanding the root causes, we can make targeted improvements and help prevent similar issues from happening again.

Strengthening Our Housing Team

We’re also strengthening our Housing Team to provide a more responsive and effective service to tenants.

As part of this, we’re proposing to add an additional Housing Officer to our staffing structure and review the size of our housing patches. This will help us manage workloads more effectively and give Housing Officers more time to support tenants and deal with issues promptly.

Your Feedback Matters

Your feedback helps us understand where we need to improve. We’re committed to listening, learning from your experiences and using what we learn to improve the services we provide to all our tenants.

Complaint Outcomes

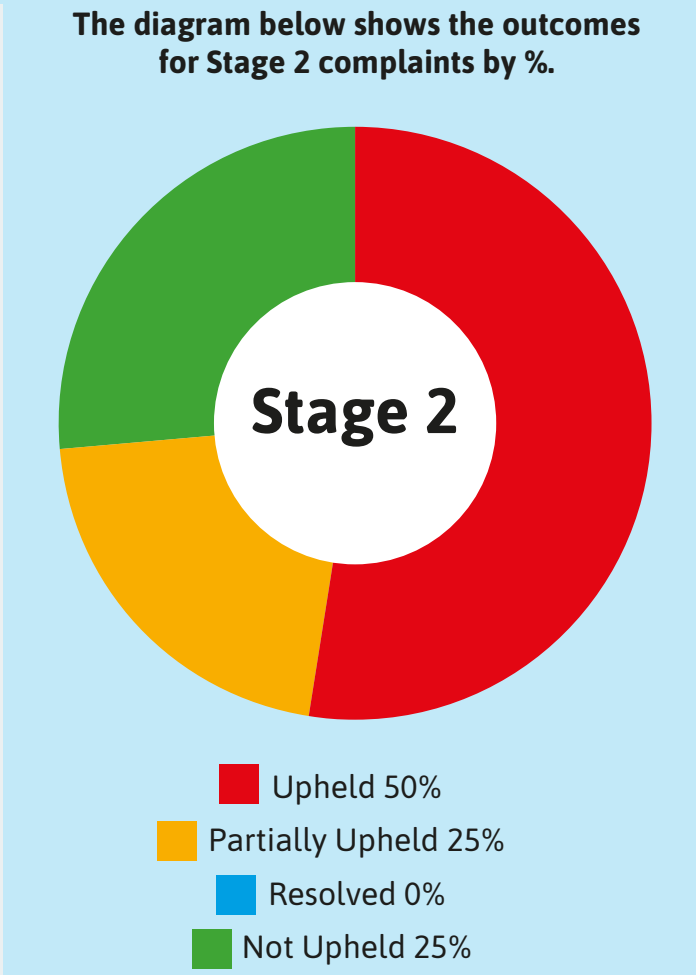
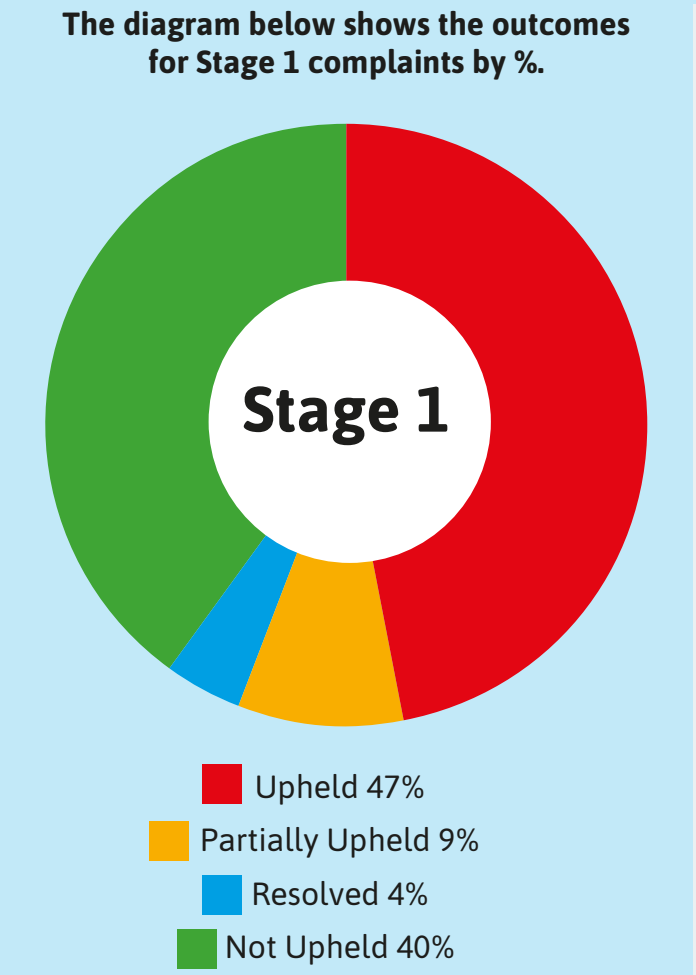
Outcome	Stage 1	Stage 2
Upheld	22	6
Partially upheld	4	3
Resolved	2	0
Not upheld	19	3
Total	47	12

Upheld
Where we have been at fault.

Partially upheld
Where we have been at fault for part of the complaint.

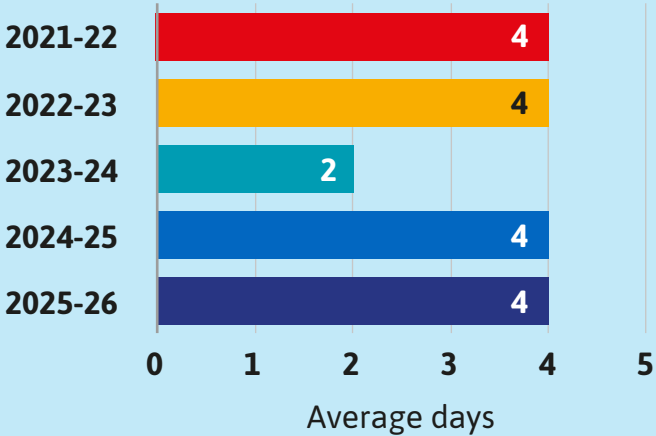
Resolved
Where both parties had agreed what action will be taken to provide full and final resolution

Not upheld
Where we have not been at fault.

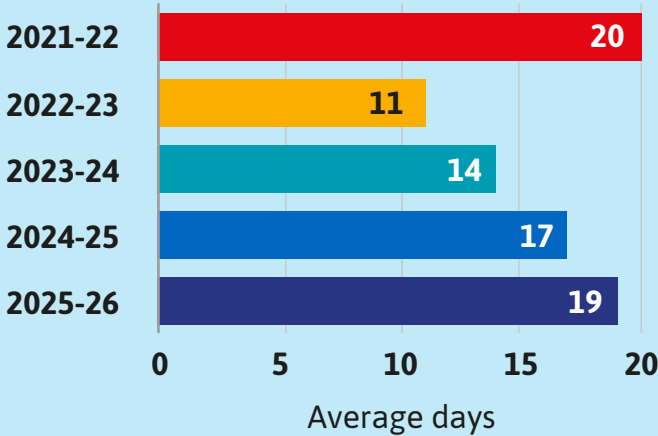


Complaint Outcomes

Number of days to complete
Stage 1 Complaints



Number of days to complete
Stage 2 Complaints



This year, it took us slightly longer to complete some Stage 2 complaints. These complaints often involve more detailed investigations, which means we may need additional time to review all the information, understand what happened, and provide a full response.

Our target for completing Stage 2 complaints is **20 working days**, recognising the time needed to investigate more complex cases properly. This year, we completed Stage 2 complaints within an average of **19 working days**, compared with **17 working days** last year.

Although there has been a small increase, we are pleased that we remained within our target. We will continue to focus on responding to complaints as quickly as possible while ensuring every tenant receives a thorough and fair response.



You said; We did



We welcome all complaints and feedback from tenants. They help us understand where things may not have gone as expected and give us the opportunity to improve our services, policies and processes.

Here are some examples of changes we have made as a result of tenant feedback.

You said: The decant process could be improved



We did: A tenant involved in a property decant programme raised concerns about their experience. We listened to their concerns and took the opportunity to look at how we managed the process for all tenants affected, and what we could learn from their experiences.

One of the main things we learned was how important good communication is when tenants are being asked to move from their home. We recognise that this can be a difficult and uncertain time, so tenants need clear and regular information about what is happening, what they need to do and what support is available to them.

We will use this learning to improve how we communicate with tenants during future decant programmes. This will include making sure information is easy to understand, keeping tenants updated throughout the process and taking account of each tenant's individual circumstances.

You said: More support was needed when dealing with anti-social behaviour



We did: A tenant raised concerns about how we had dealt with reports of anti-social behaviour. Although we had taken action, we used the opportunity to look at how we can make sure tenants feel listened to and supported when they report concerns about anti-social behaviour.

We have reminded our Housing Services Team of the importance of following our procedures and keeping tenants informed about what we are doing. Where appropriate, this may include visiting tenants at home so we can better understand their concerns and make sure we take the right action to help address the situation.

You said: Concerns were raised about communal areas and estate management



We did: Tenants were raising concerns about the approach taken to address items that had been dumped in a communal area. Following this, we reviewed the Association's approach to managing issues affecting communal and shared areas within our housing developments.

As part of this review, we reinforced the importance of taking appropriate management action, including enforcing tenancy conditions where individual tenants are responsible for issues. We have also ensured that our team are fully aware of the Association's procedures for responding to reported estate management issues, including when home visits may be required to investigate and resolve concerns.

You said; We did

You said: More advice and support was needed during neighbour disputes



We did: A tenant contacted us with concerns about how we had dealt with a dispute with their neighbour. While we had taken the appropriate action, we recognised that there was more we could do to make sure tenants feel supported and understand what is happening when they are involved in a neighbour dispute.

We have therefore reminded our Housing Services Team about the importance of providing clear and helpful advice and support. This means making sure tenants understand what we can do to help, the options available to them and what they can expect from us while we work with them to resolve the situation.

You said: Improvements were needed to empty homes and repairs



We did: One of our tenants told us about concerns they had with the condition of their home when they moved in, as well as the time it took to complete some of the repairs they needed. We worked closely with the tenant to understand and address their concerns, and used their experience to look at what we could do better.

We have reminded our teams of the importance of making sure every empty home is ready to a good standard before a new tenant moves in. We have also reinforced the importance of keeping tenants informed about repairs, especially when work is more complicated and may take longer to complete. This will help us provide a better experience for tenants moving into our homes and for those waiting for repairs to be completed.

You said: More clarity was needed around adapted homes

We did: One of our tenants raised concerns about how we allocate homes that have been specially adapted for wheelchair users, and how we can make sure these homes are offered to people who need the adaptations.



As a result, we looked closely at our policies and procedures and identified some areas where these could be clearer and stronger. We will use what we have learned as part of our planned review of our Allocations Policy during 2026–27.

We also asked tenants living in wheelchair-adapted homes for their views, and sought advice from other social landlords and our legal advisers. The feedback we received will help us improve our policy and the way we put it into practice, so that adapted homes are allocated fairly and to tenants who need them.

Your feedback helps us improve. Thank you to all tenants who take the time to share their experiences with us.



Compliments

It is important to let you know about the compliments we receive. These are reported in our quarterly Newsletter. Last year we logged a record 32 compliments, and we have noted below a selection from this year.



"I am so happy with the care and support I received from my Housing Officer"

"I felt I had to let you know what a fantastic company your plumbing Contractor was, they have just completed the job in my home and I have never been so pleased with their work ethics, they were polite, exceptionally hard working, pleasant. The whole job was explained in every way, and I was informed of what was going on. I was consulted on every aspect of things that where of concern to me, to make my life a lot easier, which means a lot"

"Thank you Forth, for all your help in getting everything organised for my bathroom & the bannisters. You have no idea what a huge different that these things have made to my life. Thank you doesn't seem big enough!!"

"Contractors were tidy cleaned up after every little job and left my home tidy to Which I was eternally grateful for"

"Thank you to Forth for giving me a heating upgrade, it is appreciated. Hopefully this will save me money over the winter".

Tenant Feedback on Planned Works

During the most recent bathroom replacement programme we installed 52 bathrooms ...

We asked tenants for their feedback on the work carried out, including communication, contractor performance, access arrangements, and the overall quality of the completed work.

The feedback was very positive, with all respondents telling us they were either very satisfied or fairly satisfied across every area we asked about.

Tenants were particularly pleased with:

- The information provided by the contractor and our staff before and during the work.
- The attitude and manner of the contractor.
- The support and coordination provided by our Asset team.
- The overall quality of the completed work.

We received the highest levels of satisfaction for the contractor's communication and the

support provided by our Asset staff, with 32 tenants saying they were very satisfied in these areas.

We would like to thank everyone who took the time to share their feedback. Your comments help us understand what is working well and where we can continue to improve the experience for tenants during future projects.

Here is some of the positive comments received:

"Full process of new bathroom install has been 1st class"

"Fantastic job, new Wet Floor Shower is great. Installers were brilliant & very professional. No complaints, no issues"

"Contractors were very pleasant & efficient"

What's Next and Feedback

Forth Housing Association is committed to listening to tenants and acting on their views. We value your feedback and encourage tenants to share their experiences, ideas, and suggestions so that together we can continue to improve the services we provide.

During the upcoming year We will also be:

- Providing further complaints handling training for staff to ensure complaints are managed effectively, consistently, and in line with best practice.
- Surveying customers to understand how satisfied they are with the way their complaint was handled. Your feedback will help us identify areas where we can improve our service and ensure we achieve positive outcomes for our tenants.

Feedback Matters

We are always keen to hear your views on how we can improve our services.

If you have any comments about our services, or if you would like to become involved in our Tenants Scrutiny Team, Tenants' View Forum, or E-Group, please contact our office by phone or email at info@forthha.org.uk.

We are also happy to arrange a home visit to hear your views in person. Please get in touch — we would be delighted to hear from you.

Thank you for taking the time to share your feedback.

Ways You Can Get Involved:

- **Tenants Scrutiny team**

With the support of independent organisation Tenants Information Service (TIS), this provides an opportunity for tenants to help us review our services, share their opinions, and contribute ideas about any aspect of their home or our service delivery.

By getting involved, you can help us deliver services that meet tenants' needs and expectations.



- **Armchair Critic**

Prefer to take part from the comfort of your own home? Become an Armchair Critic! We'll send you occasional surveys, documents or questions by email or post, allowing you to give your feedback whenever it suits you — with no meetings required..

- **E-Group**

Receive short surveys by email on topics such as pets, anti-social behaviour policies, and other service areas. Your feedback helps us understand tenant views and make informed decisions.

Moving Forward

Thank you to all tenants who took the time to share their feedback with us. Your views are important and help us understand what we are doing well and where we need to improve.

We remain committed to listening to tenants, learning from complaints, and using your feedback to improve the services we provide. Every complaint is an opportunity to review our approach, make improvements, and ensure we continue to deliver a service that meets tenants' needs.

We encourage you to continue sharing your views with us. Whether through feedback, surveys, our tenant involvement groups, or by contacting us directly, your voice helps us shape the future of Forth Housing Association.

Thank you for helping us improve.



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