



Camden Living Housing Association Annual Complaints Performance and Improvement Report

Published: July 2026

Reporting Year: 2025-2026

Introduction

- This report sets out Camden Living Housing Associations' (CLHA) performance in handling complaints over the past year. It demonstrates our compliance with the Housing Ombudsman's Complaints Handling Code 2024 and outlines how we use complaints to improve our services.
- At CLHA, we view complaints as a valuable source of feedback. We are committed to handling complaints fairly, promptly, and transparently, and to using the insights gained to continuously improve our services and strengthen trust with our residents.
- CLHA began operating as a Registered Provider of Social Housing in April 2025 and we did not receive any complaints for consideration under our Complaints Policy between April 2025 and March 2026.

How we comply with the Housing Ombudsman's Complaints Handling Code

- The Housing Ombudsman has published a statutory Complaints Handling Code. This sets out how registered providers of social housing must approach complaints and learn from them. More information about the Housing Ombudsman's approach can be found at [03.Complaint-Handling-Code-24.pdf](#)
- The Code requires CLHA to assess itself every year against the Code and to report where it is non-compliant. CLHA carried out a self-assessment in June 2026 and the Board reviewed and approved the self-assessment in July 2026. You can find a copy of our self-assessment on our website. If you would like a

copy of the self-assessment in a different format, please contact us. You will find our contact details at the end of this report.

- CLHA has a Member Responsible for Complaints, Andrew Evans, who is a Board Member.

Andrew Evans has made the following statement about the recent self-assessment:

The Board of Camden Living Housing Association Ltd has reviewed and scrutinised the Annual Complaints Performance and Service Improvement Report for the financial year 2025/26, including the self-assessment against the Housing Ombudsman's Statutory Complaint Handling Code.

The Board is satisfied that the self-assessment is a true and accurate reflection of the Association's complaint handling policies and practices during the year. The self-assessment was completed by the Interim Chief Company Officer and has been reviewed and challenged by the Board.

We are pleased to confirm that Camden Living Housing Association Ltd is fully compliant with all provisions of the Statutory Complaint Handling Code for the period under review.

The Board has noted some minor amendments to the Complaints Policy and is satisfied that they further strengthen our commitment to transparent and accessible complaint handling for our residents.

The Board notes the contents of the Annual Complaints Performance and Service Improvement Report and is satisfied that whilst there have been no complaints this in our first year of operation, there are satisfactory arrangements in place for handling complaints appropriately and that learning from complaints is embedded in our service delivery.

The Board remains committed to maintaining a positive complaint handling culture and to continuous improvement in the services we provide to the residents of Camden Living Housing Association Ltd.

Andrew Evans, Board Member, Camden Living Housing Association

How we manage complaints

We operate a two-stage complaints process.

You can find our complaints policy and guide to making a complete here: [Complaints and feedback - Camden Living](#), or you can get in touch with us in other ways, which is explained at the end of this report.

Complaints performance

Key Statistics:

Total complaints received	0
Complaints upheld at Stage 1	Not applicable
Complaints not upheld at Stage 1	Not applicable
Complaints escalated to Stage 2	Not applicable
Complaints upheld at Stage 2	Not applicable
Complaints referred to Housing Ombudsman	0
Determinations upheld by Housing Ombudsman	Not applicable
Determinations not upheld	Not applicable

Complaint Categories and Themes:

Breakdown of the complaints we received by issue type:

• Repairs and maintenance	None received
• Anti-social behaviour	None received
• Estate management	None received
• Rent and service charges	None received
• Communication and customer service	None received
• Other (please specify)	None received

How we performed - timeliness of Responses

Stage	Target Response Time	Average Time Taken	% Met Target
Stage 1	10 working days	None received	
Stage 2	20 working days	None received	

Learning from Complaints

- We are committed to learning from complaints so that we can avoid the same thing going wrong again and provide a better service for our residents.
- Although we did not receive any complaints, we have processes in place to ensure that themes arising from any future complaints are recorded, reported to the Board and shared with operational teams.
- CLHA has regular meetings with its service provider and complaints is a regular item in the meeting. Where we do receive complaints, we will discuss with the service provider what went wrong and what needs to be done in terms of delivering the service differently to prevent a similar issue arising in the future. We also have a complaints tracker which tracks lessons learned and what changes are being put in place for the future.

How we monitor complaints

- CLHA's Member Responsible for Complaints ensures that the Board maintains effective oversight of complaint handling. They champion a positive complaints culture, review performance data across all service areas, and when complaints are received will ensure that learning from complaints leads to meaningful service improvements.
- Complaints will be reported to the Board at each quarterly board meeting.
- We will review any complaint trends and actions taken and report this to the Board.

How to make a complaint or get help and advice

Get in touch with Camden Living Housing Association to make a complaint or ask for help and advice about your home, your tenancy or your neighbourhood:

Visit our website – [Complaints and feedback - Camden Living](#)

By phone – 0207 974 8035

Email - camdenlivinghousingassociationtenantsenquiries@camden.gov.uk

By post – 5 Pancras Square, London N1C 4AG

In person – visit us at 5 Pancras Square, London N1C 4AG

Contact the Housing Ombudsman Service

For free, confidential advice about making a complaint

Visit their website - [Housing Ombudsman Service](#)

Complete a form online - [online form](#)

By phone 0300 111 3000 Monday to Friday 9am to 5pm, Thursdays 9am to 3.30pm

By letter – Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.