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ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024 - 2025

A REVIEW OF COMPLAINTS AT BAHAY KUBO HOUSING ASSOCIATION LTD IN 2024--2025

During 2024 to 2025 we received 5 complaints from 5 residents living in 5 homes managed by Bahay Kubo Housing.

- Two (2) complaints related to our repairs and maintenance service.
- Three (3) complaints related to how we dealt with anti-social behaviour issues.

In 80% of the cases, the complainant was satisfied with BKHA reply at Stage 1 of the Complaints Policy, while BKHA is still waiting for the reply of the complainant to the email/response of BKHA.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

Learning from complaints to improve services

Issue	Learning point
Anti-social behaviour (ASB) is excluded from our complaints policy as we deal with it under a separate ASB policy, however, the complainants felt that we need to keeping them up to date on progress with their ASB cases.	Even though ASB is handled separately from complaints process, residents still expect communication about their cases. This will be highly considered by adding a provision to BKHA ASB policy that outlines how we will keep complainants informed—perhaps setting expectations for response times, progress updates, and final outcomes.
In a complaint about the manhole is under extension floor and the need to urgently unblock the drainage. The surveyor/contractor attended site for reports of blocked drainage. The result of the diagnosis revealed that the cause of blockage was heavy sewage buildup.	We realise that not knowing what's going on has a big impact on customers but with limited staff and resources, we need affordable easy-to-use tools that improve efficiency without adding to much complexity to ensure we are better at keeping customers updated in future.

<p>The contractor set up High Pressure Water Jetting unit and used to clear blockage. Dye test was also conducted to ensure all was free flowing</p>	
<p>The other complaint is about missed appointments on repairs due to the contractor having off sick. The last-minute cancellation (one day ahead) of scheduled repair causes the tenant to seek compensation.</p>	<p>Open and straightforward communication with tenants can prevent misunderstandings, reduce frustration, and de-escalate issues when repairs are missed.</p> <ol style="list-style-type: none"> 1. Prevents Misunderstandings If tenants are clearly informed beforehand about the repair schedule, potential delays, or what to expect, they are less likely to feel blindsided when something goes wrong. 2. Encourages Early Issue Resolution When a missed appointment happens, tenants who feel heard and respected are more likely to accept a solution rather than escalate to a formal complaint or seek compensation. 3. Shows a Willingness to Make Things Right If tenants feel dismissed, they are more likely to escalate to formal complaints or demand compensation. Instead, a proactive approach—acknowledging their inconvenience and offering a goodwill gesture—can help.

Conclusions:

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

- Not keeping customers up to date
- Not replying to emails

Bahay Kubo Housing Association is committed to further improve the following:

1. Anti-Social Behaviour (ASB) Policy and Keeping Complainants Well-Informed

A clear ASB policy is essential to ensure transparency, build trust, and manage expectations. By outlining how complaints will be handled—including response times, investigation steps, and regular updates—tenants will feel reassured that their concerns are being taken seriously. A structured communication plan within the policy

will help prevent escalation, reduce repeat complaints, and improve tenant satisfaction.

2. Need for Affordable, Easy-to-Use Tools to Improve Efficiency

With a small team managing multiple responsibilities, adopting cost-effective and user-friendly digital tools is crucial for streamlining operations. CRM systems, automated messaging, and self-service options can help reduce administrative burdens while maintaining high-quality service delivery. Investing in simple, scalable, and housing-appropriate technology will enable Bahay Kubo HA to deliver better tenant support without increasing staffing costs.

3. Open and Straightforward Communication with Tenants

Clear, honest, and proactive communication helps prevent misunderstandings, de-escalate conflicts, and foster positive tenant relationships. Whether addressing repairs, ASB complaints, or general inquiries, keeping tenants well-informed at every stage reduces frustration and unnecessary compensation claims. By setting clear expectations, responding promptly to issues, and using multiple communication channels (email, WhatsApp, SMS), Bahay Kubo HA can improve trust and tenant satisfaction while minimizing disputes.

We should be easy to contact via telephone on +44-020-88011117 and always reply to an email within 24 hours. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know at info@bahaykubo.org.uk