



Bahay Kubo Housing Association Ltd
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MANAGEMENT BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 21 March 2025 the Management Board received:

1. The 2024-2025 annual complaints performance and service improvement report for residents living in homes owned and managed by Bahay Kubo Housing Association Ltd.
2. An update to the complaints policy for residents living in homes owned and managed by Bahay Kubo Housing Association Ltd to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
3. A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Management Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Management Board on the effectiveness of Bahay Kubo Housing Association Ltd complaints system. The MRC and the Management Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Management Board has challenged the data and information provided to the Management Board. Bahay Kubo Housing Association Ltd adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Management Board assurance that Bahay Kubo Housing Association Ltd are recording an accurate volume of complaints, as the Management Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 2024-2025. This has provided the Management Board with additional assurance on the accuracy of data on complaint handling.

One of Bahay Kubo Housing Association values is 'we learn'. As a small provider owning 2 properties and managing 194 homes the Management Board considers a summary of each complaint, and the lessons learned from individual complaints. Given our size, Bahay Kubo Housing Association does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. The Management Board monitor the feedback on communication through the individual complaints reported to the Management Board for the period 2025-2026.