

ANNEX A

LONGDENDALE HOUSING SOCIETY BOARD RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE SELF ASSESSMENT AND SERVICE IMPROVEMENT REPORT.

Longdendale Housing Society are a small Registered Social Housing provider operating over 2 sites and managing a portfolio of 87 one and two bedroom properties. The head office for the Society is C/O Seftons Accountants, 139-143 Union Street, Oldham, OL1 1TE, and our Managing Agents are W.C. Dawson & Son, 18/20 Stamford Street, Stalybridge SK15 1JZ. Further information including this Annex A and the full annual complaints Performance Self Assessment report can be found on our website longdendalehousing.com

Having reviewed and produced a report on the complaints received by our Managing Agents for the year 1st January 2025 to 31st December 2025, the Board of Longdendale at their meeting of 13th January were presented with the report and its findings.

As a Board we were delighted to accept the contents given just 2 complaints had been received throughout the whole of 2025 and all were contained, addressed and rectified as a Stage 1 Complaint. None were elevated to Stage 2 and non were further elevated to the Ombudsman. Of the 2 complaints we received, 1 from each of our two housing footprints, both referred in essence to noise nuisance. Given the design and construction of our apartment blocks this has and will remain an issue that we as a Board and our residents need to be mindful of. To entrench this thinking tenants are reminded of the need to be sensitive and mindful of neighbours within our Tenants Handbook and signs within communal areas reinforce this.

Because of this we were delighted to note that the remedial action taken by the Managing Agents was sufficient to address both complaints and it was agreed that no additional action was needed.

It remains to be said however that in instances where lessons need to be learnt and remedial action undertaken the Board remain committed to their statutory role.

For and on behalf of Longdendale Housing Society.

David. J. Sweeton - Chairman

