

Annual Complaints Performance and Service Improvement Report | 2025/26

FIRST  AFFORDABLE

Altair

June 2026

First Affordable Ltd

- First Affordable Ltd (FAL) is committed to a people centred approach in all its developments.
- A vital part of this is listening to our residents to ensure we are delivering excellent services.
- Our residents provide valuable feedback on our services and our delivery partners and contractors.
- At FAL, we work with our partners, Rendall and Rittner to ensure excellent service delivery.
- We value complaints as vital and valuable feedback on our services.

Complaints Performance

- Stock numbers - 147 private apartments and 23 LWI leaseholders
- Number of stage 1 complaints - 1
- Complaints responded to within timescale - [data not available]
- Number of Housing Ombudsman Service Determinations - 0
- Number of stage 2 complaints - 1
- Complaints upheld - [data not available]

Improvements completed this year 2025-26

- We have reviewed our complaints policy to further align with the expectations of the Housing Ombudsman Service.
- We have completed the annual self-assessment of the Housing Ombudsman Service Complaint Handling Code.
- Our Member Responsible for Complaints (MRC) attended the Adelaide Wharf Resident Group to gain a deeper understanding of the complaints process from a resident perspective, residents described communications as a key pain point.
- We have worked closely with our managing agents, Rendall and Rittner in relation to further refining and improving the complaints process.
- Assessed and considered the complexities of differing Ombudsman and regulatory bodies for Adelaide Wharf to consider how the resident complaints experience is simple and accessible as well as ensuring that residents can exercise their right to redress.

Learning from Complaints

We have the following improvements planned for 2025/26:

- Further develop our regular reporting to board on complaints including quality assurance of responses
- Further develop our relationship with our managing agents, Rendall and Rittner to ensure that there is a clear and simple process for residents which takes account of the complexities of multiple Ombudsman and regulatory bodies
- Carry out training with new leads at Rendall and Rittner on the Housing Ombudsman complaint handling code
- Continuing our engagement with residents of Adelaide Wharf in relation to their experience of complaints

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