



GGT's Annual Complaints Performance and Service Improvement Report 2024/25

GGT owns and manages 20 residential properties in Wooler. Each property has received a Tenants Satisfaction Survey.

Complaints Received

There were no complaints received from the 15 returned tenants' satisfaction survey report. There were a few maintenance comments upon which we have acted.

Complaints not accepted

Nil

Tenant Satisfaction Measures

Two years ago, the regulator of social housing introduced a new requirement for all social housing landlords to annually report on a set of measures that tells you how we are doing at providing quality homes and services.

The measures aim to improve standards for people living in social rented housing, known as Low Cost Rented Accommodation (LCRA) and shared owners, known as Low-Cost Home Ownership (LCHO)

There are 22 TSMs, including:

- 12 Tenant Perception Measures – we measure these through an annual tenant perception survey.
- 10 General Management Measures.

Feedback from previous years' Ombudsman

From the 281 reports that were issued to landlords by the Ombudsman, GGT did not receive one. Meaning there was not 5 or more findings to report on.

Key service improvement

Survey findings – You Said	Learning implemented – We Did
The outside of the property hasn't been painted since before Covid therefore windows etc are starting to look shabby. Also all outside drainpipes haven't been maintained.	Property was painted within 6 weeks of the survey returning and the gutters were cleaned and checked. Painting and maintenance schedule put into place to ensure there is a robust system in place.
I don't know the number to contact if there is an emergency out of offices hours.	A contact letter was sent out to all residents with contact details on the letter which was originally given but ensured they had it again. Ensured on welcome letters the number is clearer.