

Listening



Learning



Improving



2024 | 25

Annual Report

Complaints Annual Performance & Service Improvement Report





Welcome...

Improving our customer experience is a key part of our Magenta Living Road to 2030 strategy, and building a deeper understanding of our customers is a vital enabler in delivering this. To improve, we must see our services through our customers' eyes - and our complaints process provides one of the most powerful opportunities to do just that.

Complaints are not just expressions of dissatisfaction; they are insights. They tell us where we've fallen short, where expectations haven't been met, and where we have the chance to do better. Each complaint is a story - a customer's experience that didn't go as planned - and within those stories are lessons that help us grow.

This report sets out how we've listened, learned, and acted. It reflects on our performance over the past year, the themes and trends we've seen, and the improvements we've made as a result. Our aim is simple: to make it easier for customers to be heard, to resolve issues quickly and fairly, and to use every complaint as a catalyst for better service.

“We're committed to openness, holding ourselves to account, and continuing to improve the way we listen and respond over the next 12 months.”

Myles Edwards

Senior Independent Board Director & Member Responsible for Complaints



As Magenta Living's Member Responsible for Complaints, I'm pleased to share this year's report. It sets out how we comply with the statutory Housing Ombudsman Complaint Handling Code and more importantly how we are acting on what customers tell us through their complaints to improve services.

The Board, through MCCC, receives quarterly performance reports on complaint trends, outcomes and the actions we've taken. We recognise that in 2024/25 we made mistakes that led to customers needing to complain. While progress has been made, outlined further in this report, we are committed to acting on learning to significantly reduce repeat issues.

We're committed to being open, holding ourselves to account, and continuing to improve the way we listen and respond over the next 12 months.

Sean Yewdale

Interim Chair of Magenta Customer & Communities Committee



At MCCC, our role is to make sure the customer voice is heard at the highest level and to provide strong oversight of performance, risks and service improvements. Over the past year, we've looked closely at complaint trends, what we've learned, and the plans in place to make things better – alongside wider customer insight and service scrutiny work.

On behalf of MCCC, I want to thank residents who shared their views and colleagues who are working hard to deliver improvements.

We'll keep listening, challenging and supporting the organisation to make sure complaints are handled fairly and promptly, and that every case helps us learn and improve.”

Our Performance

Stage 1

1,104
complaints received



961
complaints resolved



76
complaints per 1,000 homes



87.7%
complaints resolved within timescale



Stage 2

140
complaints received



138
complaints resolved



11.1
complaints per 1,000 homes



87.1%
complaints resolved within timescale

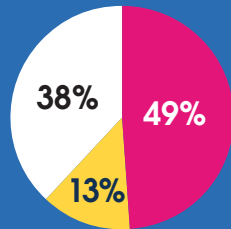


Complaint Outcomes



Stage 1 Complaints

- Not Upheld
- Partially Upheld
- Upheld



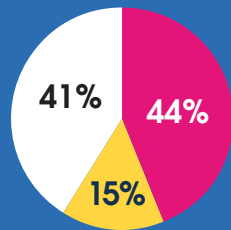
LAST YEAR
40%

LAST YEAR
16%

LAST YEAR
44%

Stage 2 Complaints

- Not Upheld
- Partially Upheld
- Upheld



LAST YEAR
35%

LAST YEAR
8%

LAST YEAR
57%

If your complaint is upheld, we agree we got it wrong; if partially upheld, we got some things wrong; and if not upheld, we found no service failures.

Your Voice, Our Actions


Over the past year, we resolved **961 Stage 1** complaints, with **87.7%** completed within the Housing Ombudsman's expected timescales.

When customers felt their concerns hadn't been fully addressed, **138** complaints were escalated to **Stage 2**, with **87.1%** completed on time.


While most were resolved promptly, we know we need to do more to ensure every customer receives a timely and complete response.

Every piece of feedback helps us understand where things go wrong and how we can do better. **That's why we're:**

Improving communication
so customers feel listened to and kept informed throughout the process.



Strengthening our services
by identifying recurring issues and fixing the root causes.



Delivering more consistent experiences
so customers know what to expect and can trust us to follow through.



Cancelled Complaints

There are occasions when we cancel complaints in line with our complaints policy. Understanding why complaints are cancelled is just as important as understanding those we resolve. It helps us identify where our processes may need clarification, where expectations may not have been met, and where we can better support customers from the outset.

A total of **145 complaints were cancelled** [143 at **Stage 1** and 2 at **Stage 2**]. The reasons for cancellation were varied, but several clear themes emerged:

- Policy decisions accounted for the majority of cancellations. These included cases related to anti-social behaviour or neighbour disputes [22%], issues outside of Magenta Living's remit [19%], and complaints that had already been investigated under our policy [6%].
- Process errors were also a significant factor. 17% of cancellations were due to complaints being raised incorrectly or in error, and 15% were duplicates.
- Initial service requests - where the issue raised was not yet a complaint but a first-time request for service - made up another 15%.
- A small number of other cases were cancelled in line with our policy and dealt with outside of the complaints process”.

Complaint Themes

Our top 5 Complaints were...

7%
roofing



6%
pest control



18%
heating & hot water



7%
plumbing



7%
damp, mould & condensation



*Some complaints we receive are multifaceted and therefore may span more than one service area.





Acting on Feedback

We've listened carefully to what our customers have told us, and we're making changes that reflect their experiences and priorities.

Property Services Improvement Plan

Following feedback from our customers we've carried out a review of how we deliver our Property Services and we recently invited independent consultants to give us a fresh impartial view. This helped us identify a range of actions across different teams to improve how we work.

For our Property Services team, it's a chance to be the best we can be for our customers – by raising standards, working smarter and strengthening how we manage and deliver services.



Raising standards

We're using this opportunity to make our repairs service "best in class" compared to similar organisations - so you receive a service that's not just good, but exceptional every time.



Working smarter

With rising costs, we're making better use of our resources. That means quicker, more efficient repairs - especially for key areas like Empty Homes - and stronger financial controls to ensure value for money.



Joined up working

We're making sure all our teams work closely together to make sure we streamline how we deliver services, reduce delays, and make sure you get the right support at the right time.



Heating & Hot Water Complaints

We know how disruptive it can be when heating or hot water isn't working - especially during colder months. Customers have told us that getting these issues resolved quickly and keeping them informed throughout the process is really important.

We now meet weekly with our contractor to review every heating and hot water complaint, making sure nothing is missed.

We've also introduced quarterly review meetings to look at the bigger picture - spotting patterns, understanding what's causing the problems, and making sure improvements are happening.



Pest Control

Customers have told us that our current pest control service hasn't always met expectations. In response, we're bringing in a new contractor to help us deliver a faster, more effective service. We've also reached out to Wirral Council to explore how we can work together to tackle wider pest issues that affect entire neighbourhoods, not just individual homes.



Roofing Repairs

We know how important it is for customers to feel confident that repairs will be completed quickly and to a high standard. That's why we've expanded our in-house roofing team. This gives us more control and visibility over the work being done and helps us respond more quickly when things go wrong.

Temporary Moves (Decants)

We've started a full review of how we manage temporary moves when customers need to leave their homes due to major repairs or safety concerns. This work is focused on making the process smoother, more transparent, and more supportive.



Key improvements include:

Improved Communication

We're keeping customers informed at every key stage and making sure colleagues have clear guidance to support them confidently.

Simplified Referrals

We're streamlining the referral process so it's easier for colleagues to submit and track cases, helping us respond more quickly.

Enhanced Visibility

We're improving how we monitor active decants to reduce delays and help customers return home safely and as soon as possible.

Understanding Costs

We're strengthening how we manage and authorise costs to make sure the process is efficient and value for money.



Garden Maintenance

Over the summer and autumn, we received a number of complaints about the quality of garden maintenance. Customers told us the service wasn't meeting expectations, and we've taken action:

Contractor Oversight

The issue has been formally raised with the contractor and is now being closely monitored through our performance management process.

Seasonal Readiness

As we move into the growing season, we're keeping a close eye on delivery to ensure standards improve and customers see a difference.

Compensation

We recognise that when things go wrong, it's important to put them right - and that includes offering fair compensation where appropriate.



In 2024/25, we offered a total of

£58,874

LAST YEAR
£32,247

in compensation across both Stage 1 and Stage 2 complaints:

Stage 1

£38,888

LAST YEAR
£20,934

Average of **£159** per case

[Last year average of **£110** per case]

Stage 2

£19,986

LAST YEAR
£11,313

Average of **£285** per case

[Last year average of **£452** per case]

These figures reflect our commitment to acknowledging when we haven't met expectations and ensuring customers are treated fairly.

We continue to monitor compensation trends closely to help us learn, improve, and reduce the need for compensation in the future.




Our Self-Assessment


As part of the annual requirements set out by the Housing Ombudsman, we've completed our Self-Assessment - and we're proud to confirm that we are fully compliant. This means our approach meets the standards expected, and we're confident it supports fair, timely, and effective outcomes for our customers.

You can read our latest Self-Assessment [here](#).

Housing Ombudsman

We believe in a fair, transparent complaints process focused on early resolution. We work with customers, colleagues, and the Housing Ombudsman to resolve any complaints.

8  Determinations from the Housing Ombudsman resulting in **17** findings. A breakdown of the findings is included in the attached table.

47%  maladministration rate

Total	Property Condition	Complaints Handling	Anti-Social Behaviour	Charges	Health & Safety	Reimbursement & Payments
17						
Maladministration	3	2	0	0	0	0
Service Failure	1	1	0	1	0	0
Meditation	1	0	0	0	0	0
Redress	1	1	0	0	0	0
No Maladministration	3	0	1	0	1	1
Total	9	4	1	1	1	1



Improving your journey

Our customer's feedback is critical to us understanding how we are performing, and more importantly, what we can do to improve.

In this year's Tenant Satisfaction Measures:



43%

of complainants were satisfied with how we handled their complaint



An improvement from 38% last year. While we're pleased to see progress, we know there's still more to do. Alongside our annual Tenant Satisfaction survey, we ask customers to complete a short survey after their complaint is closed. This helps us understand how well we managed the issue, including how we communicated, how quickly we responded, and how satisfied they were with the outcome.



In 2025/26, we'll be strengthening how our Customer Experience team works to deliver improvements in these key areas. Here's what we're doing:



Faster complaint handling

We're streamlining how we manage complaints to reduce delays and ensure you receive timely, meaningful responses.



Clearer communication

We're improving how and when we update you - so you always know what's happening and what to expect.



Better first-time resolution

We're working with teams across Magenta Living to resolve more issues right first time, reducing the need for follow-ups.



Stronger learning from feedback

We're using insights from complaints and compliments to shape training, improve processes, and make sure your voice leads to action.



Shaped by you

Magenta Living's Customers and Communities Committee (MCCC) plays a key role in ensuring the organisation remains accountable to its customers. Alongside the Board, the MCCC receives quarterly updates on complaint handling and performance, including emerging themes and trends.

This group provides scrutiny and challenge, helping to ensure that Magenta is not only responding to complaints but also learning from them. Their oversight supports continuous improvement and helps drive changes that enhance the overall complaints experience for customers.

“We don't just talk about listening to our customers - we really do it.”

Sean Yewdale, Interim Chair of MCCC



MagentaVoice

Get involved and provide your feedback

Sign up to **MagentaVoice** to share your views on the services we provide and help shape how we work!



Looking Forward

Over the past year, we have significantly strengthened our approach to listening to and acting on customer feedback. The launch of the new Customer Voice function marks a pivotal shift in how the organisation understands, involves, and responds to its customers - placing their experiences and insights at the centre of service improvement.

In the year ahead, we will continue to build on this progress, ensuring that Customer Voice plays a central role in shaping change across the organisation.

A key development is the introduction of Customer Voice Learning Labs - a new initiative designed to turn insight into action. These Labs bring together colleagues from across Magenta Living to explore recurring themes in complaints and feedback. Rather than focusing on individual cases, the Labs identify root causes, test solutions and agree improvements that deliver both immediate impact and long-term change.

To further strengthen accountability and transparency, we will also establish a dedicated customer involvement group. This group will review complaints performance and support continuous improvement, ensuring that customer voices remain at the forefront of service transformation.



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