



DOVE PARK

Complaints and Service Report 2023-2024





Dovepark Properties

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The Housing Ombudsman requires registered providers to report on the Statutory Complaint Handling Code (the “Code”). Providers are required to prepare an annual complaints performance and service improvement report and complete an annual self-assessment against the Code, and publish these on our website. Unfortunately, our website is currently being rebuilt, and so this report and the Board’s response to the Code will be published as soon as possible.

This annual report includes details on the following:

- Complaints handling within DPL – including reviews of DPL’s complaints policy and other associated policies
- Any areas of non-compliance highlighted by the Housing Ombudsman
- Actions taken and service improvements made following a complaint or items highlighted in the annual tenants’ satisfaction survey
- Any remedies put in place, including compensation

DPL’s Mission

DPL is a small registered for-profit provider of good quality homes within Comer Homes Group developments for those who could not otherwise afford them, working closely with local authorities to provide the homes to meet local needs. The Board consists of six individuals who are committed to DPL’s aims and objectives, and ensuring that residents’ issues are dealt with fairly and in a timely manner, making improvements where necessary.

DPL appreciates the positive impact that good quality housing has on the lives of families and the communities. Dovepark Properties also appreciates the positive contribution made by the residents of intermediate affordable housing to the communities that are developed; we wish to support this contribution and to enable participation wherever reasonably possible.

Dovepark Properties is committed to diversity, inclusivity and equality in all of its dealings and developments.

In regard to intermediate rental, DPL owns twelve leaseholds at Tower Point, Enfield; forty units at Whyteleafe, Surrey; and twenty-eight units at Mast Quay, Woolwich. DPL also own four general needs social housing rental leasehold units at Royal Winchester House, Bracknell.

Policies Related to Complaints

As part of the review of compliance against the Housing Ombudsman Code, the following policies and procedures were considered and changes made where necessary:

- Complaints Policy
- Zero Tolerance Policy
- Service Request Procedures
- Vexatious Complainants Policy

These include details of the different ways in which a resident can make a complaint, under what circumstances DPL would not accept a complaint, and when DPL would accept a complaint from a representative of the resident, such as a family member or MP. The policies include details for both the Property Redress Scheme and the Housing Ombudsman.

Complaints Received

In the 2023-24 reporting period, we received no complaints from any of our four developments: Tower Point, Moon Sail House, Whyteleafe House or Winchester House.

DPL residents are able to refer their complaint to the Property Redress Scheme if they are unhappy with the reply received from DPL, as well as to the Housing Ombudsman. This is clearly set out in the complaints policy. No complaints were made to the Property Redress Scheme or to the Housing Ombudsman.



Themes and Actions Taken

DPL considers complaints and the annual tenants' survey for themes and learning to make improvements where necessary. There is a standing item on the Board of Directors' agendas to receive details of complaints, at all stages, with causes, outcomes and remedies, and any changes made to policies or procedures following the complaint. As there were no complaints in the reporting period, the DPL Board is unable to detail themes and learning in this report.

From the annual tenants' survey, there were no comments on complaints or how these had been handled, but there was a comment on the process for repairs and service requests. This was followed up with the individual concerned and resolved. Changes were made to the service request process to ensure that this did not happen again.

The annual tenants' survey also included a request to residents to be involved in DPL focus groups to improve services and processes, with more details to be reported in future annual returns.

Board Statement and Self-assessment Against the Housing Ombudsman Complaint Handling Code

In considering the Code, the Board noted that there were some areas where DPL was not compliant or work was in progress to strengthen compliance. As mentioned at the start of this report, the DPL website is currently being reviewed, and the documents required under this Code will be published as soon as possible. In the meantime, these can be obtained from the on-site teams or emailing to **info@dovepark.co.uk**.

The key area to improve compliance was having named individuals to deal with complaints. The complaints are received and dealt with by the Lettings Team within the wider Comer Homes Group and Property Redress Scheme. Caroline Comer was appointed as the Member Responsible for Complaints (the "MRC") at the Board meeting on 22 January 2025.

The Board also considers its compliance against the British Property Federation's Code of Governance for For-Profit Registered Providers of Social Housing, which includes culture and relationships with residents and key stakeholders, and commitment to equality, diversity and inclusion.

The Board recognises that receiving complaints and ensuring that they are dealt with in a timely and appropriate manner is an important way to improve services within DPL and the wider Comer Homes Group. This includes clear communication with residents on how to raise a complaint; how their complaint will be dealt with; actions taken in response to their complaint; and how to escalate their complaint if they are not happy with the response or remedy received.

The Board would like to take the opportunity to thank all those involved with DPL properties, staff and colleagues, and to reiterate their commitment to being a learning organisation in relation to all aspects of DPL and the wider Comer Housing Group.

Approved by the Board of Director of Dovepark Properties Ltd for submission to the Housing Ombudsman
– 22 January 2025

Questions or comments should be directed to **info@dovepark.co.uk**.