

EHA Board Statement in response to the Annual Complaints and Service Improvement Report

Empower Housing Association (EHA) specialises in providing housing for adults with disabilities, enabling them to live independently within their communities. The Board recognises the importance of delivering high-quality services and getting them right and working effectively with tenants and their representatives to ensure complaints are managed through a fair, accessible and transparent process. The Board is assured by the compliant self-assessment submitted to the Housing Ombudsman Service.

The Board continues to support the organisation's focus on improving and shaping services through listening to and learning from tenant feedback. This includes ensuring that where services fall short, we respond appropriately through an accessible and robust complaints process, that we have effective record keeping and data quality, and by ensuring colleagues deliver services in line with EHA's values and expectations.

During 2025/26, We received a relatively small number of complaints - 3 Stage 1 complaints and 1 Stage 2 complaint, all of which were responded to within the required timescales. Whilst complaint levels remain low overall, the Board recognises the importance of continuing to learn from complaints received, avoiding complacency and ensuring that accessibility is never a barrier for tenants wishing to raise concerns or make a complaint.

We will continue to address data gaps through transactional surveys across service areas and further expansion of tenant engagement opportunities. We will continue to use the learning gained from complaints and tenant feedback to improve services and tenant experience. Complaints handling, learning and service improvement will remain a key focus throughout 2026/27.

The Board will continue to receive assurance regarding effective complaint handling, tenant feedback, learning outcomes and service improvements through quarterly performance reporting.



Mark Dunford Chair of Board

June 2026