

MALDON HOUSING ASSOCIATION LTD

BOARD OF TRUSTEES

The trustees have received the report on complaints handling and performance improvement for March 2023 – April 2024.

It is pleasing that no complaints were received during the year in question.

It is noted that thought has been given to areas that need regular review to ensure this high standard is maintained.

Trustees have contact with residents primarily in 3 ways:

Trustees attend the Residents' Forum;

Trustees chat with residents informally at coffee mornings;

Residents have access to the Chair of the Board of Trustees via telephone or email at all times.

During 2023 – 2024 residents expressed no complaints to trustees.

Jane Toffel (Chair)

14 August 2024