

# AWOL London Limited

## Annual Complaint Performance & Service Report - 2025

This report has been prepared in accordance with the 2024 Complaint Handling Code issued by the Housing Ombudsman Service. It provides a transparent overview of AWOL London Limited’s complaints handling performance, outcomes, and learning during the period October 2024 to September 2025.

The report aims to assess how effectively complaints have been managed, identify areas for improvement, and demonstrate our commitment to a fair, consistent and resident-focused approach to complaint resolution.

AWOL London Limited’s financial year ends on 30 September 2025, and this report covers the period from October 2024 to September 2025. As the landlord for 177 apartments at the One West Point development in North Acton, London, we are committed to ensuring that complaints are used as opportunities to improve the services we provide to our residents.

We continue to promote awareness of our complaints process and the Housing Ombudsman Service to ensure residents can easily raise concerns and access independent advice.

### 1 Complaints Performance

#### 1.1 Complaints Volumes

This section summarises the number of complaints received and closed during the reporting period.

	Q1			Q2			Q3			Q4			
Received	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Stage One				4	3	3	1		2				13
Stage Two						1							

	Q1			Q2			Q3			Q4			
Closed	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Total
Stage One					7	1	2		2				13
Stage Two									1				

This equates to approximately 7.3 complaints per 100 homes during the reporting period.

## 1.2 Top Service Areas

This section identifies the key service areas generating complaints and the main reasons for dissatisfaction.

Service area	Reasons for complaints	% of cases
Communal Amenities	Repairs or lack of access to shared amenities.	61.54%
Communal Maintenance	Repairs to lifts, entry doors, or lighting.	23.08%
Colleague Complaints	Complaints relating to interaction with colleagues or third-party representatives.	7.69%
Tenancy Management	Concerns relating to tenancy agreements, renewals or change requests	7.69%
Residential Maintenance	Maintenance issues within individual flats or properties.	0%
Communal Disturbances	Anti-social behaviour, noise complaints.	0%

Percentages are rounded to two decimal places.

## 1.3 Complaints performance measures:

This section evaluates performance against key complaint handling measures.

Measure	Result
% of complaints escalated to Stage 2	7.7%
% of complaints upheld or partially upheld	84.6%
% of Stage 1 complaints responded to within 10 working days	100%
% of Stage 2 complaints responded to within 20 working days	100%

## 1.4 Complaint outcomes:

This section sets out the outcomes of complaints concluded during the reporting period, indicating the extent to which service failures were identified and acknowledged.

Outcome	Total
Upheld	11
Partially upheld	0
Not upheld	2

The low number of Stage 2 complaints indicates that most complaints were resolved at Stage 1. We will continue to monitor this to ensure it reflects effective resolution rather than any barriers to escalation.

## 2. Housing Ombudsman determinations received

No complaints were referred to the Housing Ombudsman Service during the reporting period.

We will continue to ensure residents are aware of their right to access the Housing Ombudsman Service at any stage of their complaint.

### 3. Complaint learning and service improvement plans

This section outlines key learning points from complaints and the actions taken to improve services, as well as areas identified for continued focus.

#### Complaints handling improvements

A revised Customer Complaints Policy was implemented and communicated to all colleagues. A simplified, resident-friendly version of the complaints process has also been published on our website, replacing the previous version.

#### Communal repairs

- Lift repairs: The feasibility of holding key spare parts on-site was reviewed but was not viable. Service contracts have since been reviewed with providers, and a reduction in engineer call-outs has been observed towards the end of the reporting period.
- Window cleaning: A new service provider has been appointed to improve standards and frequency. Performance will be monitored throughout the next reporting period.

#### Resident communication

An increase in complaints was recorded during Q2 relating to construction works for new on-site amenities. Learning from this has identified the need for more frequent and proactive communication with residents regarding project timelines, potential disruption, and expected benefits. This will be a key focus for the next reporting period.

We have also considered whether any residents experienced barriers in accessing our complaints process and will continue to ensure our approach remains fair and accessible.

These initiatives are designed to strengthen our complaint handling approach and support continuous service improvement.

### 4. Governing Body Response

This section reflects the governing body's commitment to upholding the principles of the Complaint Handling Code and ensuring high standards of performance.

Message from the Governing body:

*"At AWOL London Limited, we recognise that effective complaint handling is fundamental to delivering a high-quality service and maintaining the trust of our residents. Complaints*

*provide valuable insight into where our services are not meeting expectations and play a critical role in driving improvement across the organisation.*

*During this reporting period, we have maintained a strong focus on ensuring complaints are handled in line with the requirements of the Housing Ombudsman Service Complaint Handling Code. We have overseen the implementation of an updated complaints policy and strengthened internal processes to support timely, fair and consistent responses.*

*We are encouraged that the majority of complaints were resolved at Stage 1, and that learning has been clearly identified and acted upon, particularly in relation to resident communication and the management of communal services. As a Board, we will continue to seek assurance that low escalation rates reflect effective early resolution and not barriers within the process.*

*Alongside our complaints performance, we have also considered feedback from our Tenant Satisfaction Measures. We are pleased to note high levels of overall satisfaction, including positive responses relating to our approach to complaint handling. This provides additional assurance that, while there is always more to do, residents generally feel their concerns are taken seriously and addressed appropriately.*

*We remain committed to ensuring that complaints are used as a tool for continuous improvement. Over the coming year, we will focus on strengthening communication with residents, maintaining oversight of contractor performance, and ensuring that our complaint handling culture remains open, fair and resident-focused.*

*As a governing body, we will continue to provide robust oversight, ensuring that AWOL London Limited delivers against regulatory expectations and continues to improve the services provided to our residents.”*



Jeremy Harris

Managing Director

AWOL London Limited