



Lyvennet Community Trust

2025 Governing Body's response to the annual Complaint Performance and Service Improvement report

The Board of Lyvennet Community Trust are committed to providing the best service possible for our residents both directly and through our managing agent Eden Housing Association (EHA). We feel that Compliments, Complaints and Feedback about our services allow us to continually improve what our management agent does and how they do it.

Whilst carrying out the self-assessment against the Housing Ombudsman's Complaint Handling code we have engaged with our management agent, and encouraged residents to scrutinise our services.

EHA comply with the Code on our behalf and we are confident that their self-assessment is a true reflection of their complaint handling. We recognise however that there are areas where our management agent can improve and strengthen our services. These areas have been detailed within EHA's Annual Complaint Performance & Service Improvement report and will receive both our and their committed focus over the next year.