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1. Introduction

Pinnacle Group's Complaints Policy sets our approach to managing customer complaints in accordance with the Housing Ombudsman's Complaint Handling Code and where appropriate, our statutory and legal duties.

We view Complaints as a learning opportunity to improve services and we commit to understand and act on both the overall headlines about complaints and the learning from individual cases, sharing with our customers how well we're doing in relation to these commitments.

This policy applies to:

- Affordable and Social Housing residents living in properties owned or managed by Pinnacle Group.
- People and organisations not receiving a service from Pinnacle Group, such as former tenants, a neighbour of a Pinnacle resident or organisations that are affected by Pinnacle's operations, contractors, other tenants or service users, commercial or sub commercial leaseholders.

2. Policy Statement

We are committed to providing a good service to all our customers. We recognise sometimes customers will be dissatisfied with our service and will want to make a complaint. See 'Definitions' in Section 5.

We will investigate complaints in a confidential and respectful manner, agreeing with the customer how they will be kept informed throughout the process.

Wherever possible we will seek to resolve complaints swiftly to achieve a satisfactory outcome for the customer. See 'Making a complaint' in Section 13.

We take learning from complaints seriously and will ensure that lessons learnt from complaint investigations are used to inform service improvements.

In some circumstances, it may be appropriate to offer compensation as part of a complaint response. Compensation offers will be considered on a case-by-case basis using the principles described in this policy and our Compensation Procedure.

3. Policy objectives

By publishing this policy, we aim to ensure that we deliver against the policy objectives. All colleagues are responsible for ensuring they work to the policy objectives:

No.	Policy key objective
1	Deal with customer complaints promptly, politely and fairly
2	Provide a complaints handling approach focused on putting things right for customers
3	Raise complaints handling satisfaction levels and overall levels of customer satisfaction
4	Drive service improvements by recognising complaints as vital customer feedback

4. Regulatory code and legal framework

Social Landlord and Managing agents acting on behalf of clients are required to comply with the Housing Ombudsman's Complaint Handling Code. This policy and its associated procedure are written to support our compliance with the Code. We publish the Housing Ombudsman Code on our complaints page on our website and the outcome of our self-assessment against the Code.

The Transparency, Influence and Accountability Standard of the Regulatory framework for social housing in England requires registered providers to ensure complaints are addressed fairly, effectively, and promptly. Registered providers must ensure their approach to handling complaints is simple, accessible and publicised; and must provide accessible information to tenants about:

- a) How tenants can make a complaint
- b) The registered provider's complaints policy and complaints handling process
- c) What tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and
- d) The type of complaints received and how they have learnt from complaints to continuously improve services.

The most important legislation and national standards/guidance that currently govern policy and practice are:

- Housing Ombudsman's Complaint Handling Code (Effective from 1 April 2024)
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing's Transparency, Influence and Accountability Standard (Effective from 1 April 2024)
- Building Safety Act 2022 (Section 93)
- Housing Act 1985, 1988, 1996 (Schedule 2)
- Equality Act 2010
- The Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019

5. Definitions

We use the Housing Ombudsman's definition of a complaint as:

'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Pinnacle, our staff, or those acting on our behalf, affecting an individual resident or group of residents.'

Whenever a resident expresses dissatisfaction which meets the definition of a complaint, we will give them the choice as to whether they wish to make a complaint. We will accept a complaint unless there is a fair and valid reason not to.

A resident does not have to use the word "complaint" for it to be treated as such.

We define a 'service request' as a request from a customer for the first time asking us to take action to provide a service or put something right. An example might be to carry out a repair, to provide a rent or service charge statement, or provide information about our services or organisation. We will always investigate and pay close attention to what a customer wishes us to do and explain carefully if we are not able to agree.

6. What we will not accept as a complaint

If we decide not to accept a complaint, an explanation will be provided to the customer setting out the reasons why the matter is not suitable for the complaints process. Customers will be referred to our website for further support and advice on the steps that they can take including contact details for the Housing Ombudsman Service.

There are examples of exclusions from this policy where we may not consider a complaint. These examples may include but are limited to the examples set out in the table below, together with the evidence we would use to make sure our decision is reasonable:

No.	Exclusion Example	Evidence considered
1	Enquiries about the level of rent or service charge or the amount of rent or service charges increase will not be treated as a complaint unless the customer is unhappy with the information provided in response to a service charge enquiry raised and responded to by the team.	If a customer is unhappy with how we handled the first request for information about the level of rent or service charge increases.
2	Where matters have already been considered under the complaints policy.	We would satisfy ourselves a complete and fair response had already been provided.
3	We may decline to investigate a complaint about a specific incident or service failure that occurred over 12 months prior to the complaint being made. Discretion will be used, particularly if there is evidence of a long- standing or continuing problem. Complaints should be relevant to a current and recent issue.	Complaints will be considered on their own merits
4	A complaint about the conduct and behaviour of another customer, such as a neighbour dispute. This would be dealt with under our Housing Management policies.	We would rely on the evidence of report made to demonstrate this is best dealt with under our separate policy and procedure for the management of Anti-Social Behaviour. If a customer is unhappy with our service, we would rely on evidence of a delay or poor communication before accepting as a complaint.
5	We may decline to investigate a complaint where it is being pursued in an unreasonable or unfair manner including frivolous or vexatious (including fraudulent) complaints	Where action is being taken under our Unacceptable Behaviour Policy or Fair Use of Services Policy we may decline to investigate a complaint. This will be subject to any valid aspects of the complaint having been addressed in the first instance, any decision not to investigate the complaint will be considered on a case-by-case basis. Any restriction placed on contact due to unreasonable behaviour will be proportionate and demonstrate regard to the provisions of the Equality Act 2010.

6	Where legal action is in progress, as the legal action supersedes the complaint.	We would rely on evidence to show where matters are or have been subject to legal proceedings, the customer has or had the opportunity to raise the subject matter of the complaint as part of those proceedings.
7	Insurance claims, as these will be dealt with separately under our Insurance Policy and procedures.	We will ensure a complaint receives a response and decision, but where there is a personal injury or a legal claim, we will advise the customer of their rights to make a claim and how to progress this.
8	Pinnacle's policies and procedures	We would rely on evidence that supports non-compliance with our policy and procedures. We will not accept complaints relating to our policies where it is appropriate best practice. For example, fencing or re-housing etc.

We do not take a blanket approach to excluding any complaints and decisions will be taken based on each individual case. We take decisions that we believe are fair and reasonable and clearly explained to the customer.

7. Who can complain?

We accept complaints from anyone who is affected by a service we provide, or a decision taken by

- Any Pinnacle resident
- Anyone who receives a service from Pinnacle or has applied for a service from Pinnacle.
- A representative of any of the people above who is authorised by them to make a complaint on their behalf which has been agreed by us.

A complaint may be also made in the form of a petition. The complaint will be dealt with following the normal complaints process, on the address of the first signatory only.

We are not able to investigate complaints about services, organisations and individuals for which Pinnacle is not responsible.

8. Complaints made by an advocate or third party

Our customers are free to choose their own representative; however, we reserve the right to refuse to recognise a representative if we believe it is not in the best interests of the customer or if we have concerns with regards to the representative's approach. A third-party representative can be appointed by:

- Holding legally recognised rights and/or responsibilities for the resident i.e. lasting power of attorney (LPA) for financial decisions; or
- Written authorisation from the customer using the third-party request form.

Where a complaint is made via an advocate or third party and there is no consent in place, we will obtain the customers written consent using the third-party request form, and it is our decision whether to accept the advocate or third-party.

Where we've refused to accept the chosen advocate or third party, we will write to the resident to confirm our reasons why within 5 working days of receiving the complaint.

We will not refuse consent unreasonably but may consider refusal based on reasons which may include:

- Where the nominated third-party or advocate has demonstrated unreasonable behaviour towards Pinnacle, it's employee's or contractors.
- Where the nominated third-party or advocate is a non-recognised Pinnacle tenant or resident association.
- Where there are concerns for the safeguarding of the customer based on the actions of the third party.

Where correspondence is received on behalf of customer from a Councillor, MP or Advocacy service, consent will be assumed.

Where a complaint is made relating to one or more members of staff, we will investigate this in line with our Complaints Policy.

The relevant line manager will usually handle the complaint. Complaints can be escalated to Stage 2 of our policy if the customer remains dissatisfied with the response provided.

We will need to make the relevant member(s) of staff aware of the complaint in order to conduct an investigation.

Should any action be taken against a member of staff, this will be in accordance with the relevant policy or procedure, and we may not disclose the full details of this in line with the Advisory, Conciliation and Arbitration Service (ACAS) guidelines and data protection laws.

A complaint may be also made in the form of a petition. The complaint will be dealt with following the normal complaints process, on the address of the first signatory only.

9. Complaints relating to disrepair Complaints relating to disrepair

We will continue to seek to resolve complaints with customers pursuing pre-action protocol for Housing Condition Claims in line with the Housing Ombudsman's Service October 2021 guidance.

10. Complaints about structural or fire building safety in a higher-risk building

A complaint will be accepted as a building safety complaint under Section 93 of the Building Safety Act 2022 if the issue(s) raised in the complaint is about:

- Structural failure and spread of fire (building safety risks)
- Non-compliance with the accountable person duties under the Building Safety Act 2022.

Anyone can make a complaint about how we manage fire and structural safety in a higher risk building under Section 93 of the Building Safety Act 2022. This includes a customer or anyone visiting or working in the building (e.g. Contractors, postman).

These complaints will be managed under our usual complaint process. If the customer is not satisfied with our final response, they may also approach the Building Safety Regulator. With permission from the customer, we may also refer the complaint to the regulator ourselves.

11. Complaints about Data Protection

If a complaint relates to a data protection issue, the same process applies in terms of the stages and timeframes for responding. The Stage 2 complaint may be reviewed by the Group Data Protection Officer and, where the customer is still not satisfied, they will be directed to the Information Commissioner's Office.

12. Group complaints from customers and tenant/resident associations (TRAs)

We accept group complaints, which will be dealt with following the normal complaints process. We require a nominated lead representative with signed authority from the remainder of the group for that person to act on their behalf. Group complaints will need to include the following:

- A minimum of two signatures from two separate households,
- A clear and concise statement covering the subject; the issues which led to the creation of the complaint; the actions we are requested to take,
- Contact details for the lead contact,
- The name, address, postcode, and signature of every individual supporting the complaint; and
- The date the complaint is submitted.

These will be treated as a single complaint with all correspondence addressed to the lead representative.

An acknowledgement will be sent to the lead contact within 5 working days with a complaint reference number and the name of the Complaints Officer.

If the lead is not identified in the letter, we will contact the first signatory to identify the lead contact.

The complaint will be referred to a Complaints Officer who will:

- Co-ordinate the process
- Carry out the investigation
- Conduct research
- Prepare the response
- Discuss findings with the lead contact (where necessary)

A response will be sent to the lead contact.

13. Making a complaint

We will make sure our customers can easily make a complaint without restrictions.

Complaints can be made in person, by telephone, by letter, face-to-face, online using the tenancy app if applicable, via a member of staff or third-party organisation acting on our behalf

As part of Pinnacle's approach, we will always attempt to speak to the customer in person, unless they have requested an alternative method of communication. If we are unable to speak to the customer and the details made are not clear, we will continue with the investigation based on the information and the complaint definition we have.

Making a complaint will not have an adverse effect on any other services that a customer receives from us.

Where we consider that the actions of a customer or their representative are unacceptable, we may decide to restrict or change access to our service. See our Unreasonable Behaviour Policy.

We will ensure that relevant staff are trained on the importance of handling complaints in an effective, fair and reasonable way.

All staff will review the complaint on its own merit. They will act independently and have an open mind. They will give the customer a fair opportunity to set out their position, take measure to address any actual or perceived conflicts of interest, and consider all the relevant information and evidence carefully.

We will keep appropriate records of the complaint and the outcomes of each stage of the complaint, including correspondence with the customer and other parties, and any relevant supporting documentation such as reports and surveys.

14. Reasonable Adjustments

Pinnacle is committed to ensuring that our working practices and services meet the needs of all our residents including those with disabilities or those with temporary or short-term conditions who might otherwise be disadvantaged.

In meeting this key objective, we will make reasonable adjustments to our services where we can. These may include alterations to premises, amendments to policies and procedures or provision of alternative means of communication methods to suit individual needs.

In all instances we will seek to ensure that our services can be accessed by all residents with disabilities, as well as those who do not.

Pinnacle acknowledges its duties under the Equality Act 2010 (the Act). Whilst the Act does not define what is a 'reasonable adjustment,' the Equality and Human Rights Commission recommends consideration of the following factors in determining what is 'reasonable':

How effective the adjustment will be in avoiding the disadvantage the customer would otherwise experience

- The practicality of the adjustments
- The extent of any disruption the adjustments might cause
- The financial and other costs of making the adjustment
- The resources already in place
- The availability of financial support or other assistance

Where Pinnacle is notified of a condition or situation disadvantaging a resident, or other household member, we will seek to make reasonable adjustments to our service delivery.

Pinnacle will review each case based on the facts presented and in full consideration of Pinnacle's Vulnerability Policy and Aids and Adaptations Procedure.

Pinnacle will not make assumptions about customer requirements for reasonable adjustments or what those adjustments might be. We will endeavour to agree and deliver adjustments in a reasonable and mutually agreeable timescale. However, in specific circumstances there may be a delay whilst specialist advice is obtained. Where this is the case Pinnacle will keep customer updated on progress.

15. Complaint stages, timescales and communication

There are two stages to our complaint process: Stage 1 response and Stage 2 review.

We aim to provide our service to the following timescales:

Complaint Stage	Timescale
A complaint at Stage 1 or Stage 2 will be logged, defined and acknowledged within 5 working days.	5 working days
Stage 1 response following formal acknowledgement	10 working days
Stage 2 review and formal acknowledgement from a Complaints Officer	5 working days
Stage 2 response following formal acknowledgement	20 working days

Stage 1 complaint investigation: All complaints logged are opened at Stage 1 of our procedure.

When we receive a complaint, we'll assign a reference number and a named Complaints Officer.

Stage 1 complaint cases are managed by a Complaints Officer who will work with colleagues to resolve problems swiftly and to provide our response to the complaint. Our Complaints Officer will act as the advocate for the customer: they'll work together to understand the complaint and how the customer wishes us to put things right; they'll provide any updates, and the final decision will come from them.

We will investigate all elements of the complaint and are unlikely to consider anything new that is raised later – particularly after sending our Stage 1 decision. We will treat this as a separate complaint.

The Complaints Officer will provide a formal acknowledgement to the customer clearly identifying the complaint definition and the outcome the customer is seeking within 5 working days. If there are parts of the complaint which we are not responsible for, we will let the customer know and where possible signpost the customer to alternative help and support.

As part of the acknowledgement the customer may be asked to clarify aspects of the complaint if they are not clear and provide evidence to support the investigation. If we have been unable to ascertain the full complaint issue, when we send the complaint acknowledgement in writing to the customer, we will include the complaint definition, so the customer can contact us to clarify the complaint.

Where additional, related, issues come to light during the initial investigation process, we will add these to the original complaint, unless this would reasonably delay our Stage 1 response. If we cannot add these to the original complaint, we will log them as a new complaint under the policy.

We aim where possible, to respond to Stage 1 complaint cases within 10 working days (2 weeks) after sending the acknowledgement of the complaint. In some cases, it may not be possible to provide a response in this timescale.

In exceptional circumstances where a complaint response goes beyond the expected timescales set out above, we will agree with the customer suitable intervals for updating them on their complaint. We will provide a clear explanation as to the reasons why to the customer, which will include a clear timeframe for when the response will be provided. This should not exceed a further 10 working days without good reasons. If the customer is unhappy with the decision to extend the timescales, they have the right to contact the Housing Ombudsman Service.

Within the response to the complaint, we will address all the points that are raised, and provide clear reasons for any decisions, referencing the relevant policy, law and/or good practice. We'll write in plain language and include:

- The complaint stage
- How we've defined the complaint,
- The decision on the complaint
- The reasons for our decision
- The details of any remedied offered to put things right
- Details of any outstanding actions
- Details of how to escalate the complaint

Our complaint response can include follow-on actions. We'll commit to these agreed actions being carried out within a reasonable period beyond the 10 days we set out to provide our decision. These commitments will be scheduled in the most helpful way which gives a reasonable amount of time for successful completion. Proposed actions, timescales and responsible people will be set out in our complaint response.

If the customer is not satisfied with our response at Stage 1, the complaint can be escalated to Stage 2.

Stage 2 complaint (escalation): If the customer is not satisfied with our response at Stage 1, they can ask for their complaint to be escalated to Stage 2 of our process. Requests for escalation can be made on any element of the complaint finding which includes the level of compensation.

Complaints will be escalated on request if a customer remains unhappy with either all or part of the complaint. We will seek to understand why a customer remains unhappy, as part of our Stage 2 response.

If a complaint is raised to Stage 2 the case will be considered by a Complaints Officer not involved in the Stage 1 investigation and will include the involvement of the Head of Service who will review the response prior to sending to the customer.

The Stage 2 complaint is the final stage of our complaints process. We'll give customers our decision on the review of their complaint within 20 working days (four weeks). In exceptional circumstances, where a complaint response goes beyond the expected timescales set out above, we will agree with the customer suitable intervals for updating them on their complaint and provide a date for the decision and the reason for

the delay. This should not exceed a further 20 working days without good reasons. If the customer is unhappy with the decision to extend the timescales, they have the right to contact the Housing Ombudsman Service.

When we give our decision about a complaint, we'll offer an opportunity for the customer to comment on the findings and set out their position. In most cases, this will be in a dialogue with the Complaints Officer prior to the decision letter being issued.

A complaint response will include our review of what has happened, our decision about the complaint and details of next steps. In many cases, the next steps will include commitments to actions which will happen in the period ahead. This may include follow-on repairs, separate investigations or customer meetings, which may require a reasonable amount of time to be completed. These commitments, which fall outside our complaints response times, will be managed separately to the complaint process by the investigating manager(s). If we fail to deliver against these commitments, the complaint will be reopened and escalated.

16. Other sources of support

Depending on the reason for the complaint, the customer may be able to escalate their complaint to a relevant regulatory body.

The Housing Ombudsman Service investigates complaints and resolves disputes involving customers of social landlords. Their service is free, impartial and independent.

A complaint can be raised with the Housing Ombudsman Service at any stage of the process for an independent review of their case.

The Housing Ombudsman Service can be contacted in the following ways

- Online: Contact us | Housing Ombudsman Service
- Telephone: 0300 111 3000
- Email: info@housingombudsman.org.uk
- In writing to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

The Building Safety Regulator

The Building Safety Regulator in England is part of the Health & Safety Executive (HSE) and was established under the Building Safety Act 2022 to:

- Regulate higher-risk buildings
- Raise safety standards of all buildings
- Help professionals in design, construction, and building control, to improve their competence.

Customers can complain to the Building Safety Regulator about the following things:

- Issues in a high-rise residential building that could lead to fire spreading
- Issues in a high-rise residential building that could lead to part or all of the building collapsing
- Issues with fire safety or structural integrity in a high-rise residential building that is being designed, built or renovated.

- People and organisation we regulate, for example building inspectors and people accountable for safety in buildings.
- The Building Safety Regulator itself.

The Building Safety Regulator can be contacted in the following ways:

- Online: Contact the Building Safety Regulator - GOV.UK
- Telephone: 0300 790 6787

17. Putting things right

Where something has gone wrong, we will acknowledge this. We will share the actions already taken, and or those we intend to take, to put things right. This may include:

- Apologising
- Acknowledging where things have gone wrong
- Providing an explanation, assistance or reasons
- Taking action to correct the issue that caused the complaint
- Reconsidering or changing a decision
- Amending a record or adding a correction or addendum
- Providing compensation if deemed appropriate
- Changing policies, procedures or practices

Any remedy that we offer will reflect the impact on the customer because of any fault identified, including any out-of-pocket expenses in line with our Compensation Policy.

Where we offer a remedy, we will clearly set out what will happen and by when, in agreement with the customer where appropriate. Our Complaints Commitment Officer tracks the completion of remedies.

Any remedy made is owned by the service area responsible for delivering the remedy within specific timescales and we will always identify who the point of contact is to our customers.

18. Learning and improvement

We do not view high volumes of complaints as a negative, as they can be indicative of a well-publicised and accessible complaints process. We will proactively monitor complaint volumes to ensure our complaints process is accessible.

We'll aim to look beyond the circumstance of individual complaints and consider where service improvements can be made as a result of any learning from complaints.

We'll use learning from complaints to introduce positive changes in service delivery which will be shared through our customer annual report.

Complaints are monitored and reported on extensively, from individual one-to-one meetings, team meetings, monthly complaints report at senior management meetings through to our Board and Committee meetings.

We will produce an annual complaints performance and improvement report which will be reviewed by our Board. The report will contain a qualitative and quantitative analysis of our complaint handling performance, a summary of any excluded complaints, any Housing Ombudsman findings of non-compliance and recommendations for improvements.

19. Compensation payments

Compensation payments may be paid at the discretion of the Complaints Officer, the service area and in consultation with the Client were required in line with this policy and reflecting the circumstances of each case. Compensation will not be offered in instances where our ability to resolve the dispute has been made more difficult by unreasonable barriers e.g. refused entry for a booked appointment.

Compensation payments may be offered where:

- We have failed to deliver a service to the advertised standard
- In recognition of the time and trouble taken by the customer to make their complaint
- In recognition of distress and inconvenience experienced by the customer
- To reflect where a customer has suffered a loss because of a service failure by us

Compensation payments to our customers are used to offset rent or other arrears in the first instance. Reimbursements, such as for a replacement product, or where a customer has incurred additional expense, are paid regardless of arrears on a rent account.

20. Learning from complaints

Learning from complaints is fundamental to the service we deliver; we use the complaints we receive as an insight into how we are delivering to identify issues and bring about positive change.

Our Complaints Manager works with operational teams to improve processes.

Recurrent themes and trends are discussed during one-to-one meetings, team meetings, monthly complaints report at senior management meetings through to our Board and Committee meetings. Where changes are agreed, the service area lead will take ownership for delivering these which are tracked through to completion.

21. Involvement of customers within our complaint handling approach

We welcome the involvement of customers in how we handle complaints and recognise this is an important way to help us improve services. We will:

- Publish complaints performance annually on our website
- Support customer scrutiny of our complaints service as part of our Customer Involvement strategy
- Ask customers for feedback once their complaint has been closed.

22. Monitoring, review and evaluation

All complaints are recorded. We monitor the number of complaints and the service areas to which they relate. Customer satisfaction with complaint handling and outcomes are monitored using feedback satisfaction surveys following individual complaints and through Tenant Satisfaction Measure (TSM) surveys.

Lessons learnt from complaint investigations and service improvements are recorded, monitored and reported to senior management.

The Complaints Policy and connected procedures will be reviewed as a minimum every three years or in response to future regulatory changes or significant changes in Pinnacle's operating environment.

To support compliance with the Housing Ombudsman's statutory Complaint Handling Code we must also assess against the Code and assure policies and practices comply with the Code at least annually.

23. Zero tolerance towards threats of violence or aggression

Pinnacle will ensure any threats of violence and or aggression towards our colleagues and contractors are met with zero tolerance. We will not tolerate any threats, abuse, aggression, discriminatory behaviour, or violence towards our colleagues and contractors. If a person behaves in this way towards those working for or on behalf of Pinnacle, we will take immediate action, which may also include a legal remedy. Perpetrators may be:

- Reported to the police
- Limited to specific channels for communicating with us
- Banned from attending Pinnacle premises, or
- Have services temporarily withdrawn while we put measures in place to protect colleagues and contractors

24. Diversity and inclusion

Pinnacle aims to treat all customers with fairness and respect. We recognise that we have an ethical and a legal duty to advance equality of opportunity and prevent discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This policy and any related documents may be translated or interpreted; or provided in accessible formats, as necessary.

25. The policy

We publicise our policy and information about the Housing Ombudsman Service on our website. We also provide contact details for the Housing Ombudsman; information on our performance against the Housing Ombudsman Code; and our recent annual self-assessment on our performance against the Housing Ombudsman Code.

26. Associated policies and procedures

- Complaints Procedure
- Compensation Procedure
- Vulnerability Policy
- Anti-social Behaviour Policy and Procedure
- Aids & Adaptations Procedure
- Allocations & Lettings Policy
- Income Policy and Procedures
- Data Protection Policy and Procedure
- Rent Setting Policy
- Reasonable Adjustments Procedure
- Repairs Policy and procedures
- Service Charge Policy
- Unacceptable Behaviour Procedure