

Exaireo Trust Ltd: Trustee statement re Complaints. 25 September 2025

Introduction

This statement has been prepared by Catherine Brady, MRC and trustee, on behalf of the management and trustees of Exaireo Trust Ltd.

Summary

At the trustee meeting, 25 September 2025, management and trustees reviewed and signed off the following documents:

- Exaireo Complaints Policy & Procedures (version August 2025)
- Exaireo Complaints Self-Assessment Form 2025
- 2025 Annual Complaint Performance and Service Improvement Report.

The meeting confirmed Catherine Brady's role as Member Responsible for Complaints (MRC).

Trustees checked to ensure that policy and procedures are in line with requirements. They have been strengthened following implementation of the Complaint Handling Code.

There have been no findings of non-compliance with the Code by the Ombudsman. The Duty to Monitor team advised in December 2024 that our submission had been reviewed and they were satisfied with Exaireo's compliance to date.

Comment

As published on this year's accounts all 7 complaints were resolved within timescales. Note: 6 complaints were from a neighbour, one from a former resident (who had left 6 years earlier). There were no complaints from current residents nor from landlords.

This shows a consistently good level of complaint management over the last 3 years.

Improvements

The board of trustees acknowledges improvements to:

- Review Complaints policy and rewrite where necessary
- Improve processes with internal online procedures
- Maintain residents' committee meetings
- Ensure good communications with neighbours eg advising of contact details
- Check that weekly checks of houses are carried out
- Strengthen lines of communication
- Discuss concerns with residents
- Identify and address maintenance issues where needed.

Management will update the board regularly to enable them to monitor improvements ongoing.

Thanks

Thanks to staff and residents of Exaireo who have managed to deliver a positive complaints service. Complaints are seen as an opportunity to improve service levels and relationships between residents and landlords. Good relationships are at the heart of everything we do.

Finally

We wish to assure customers, residents and staff that as a management team and board of trustees we are committed to delivering the best service we can.

Catherine Brady, MRC on behalf of Exaireo Trustee Board.
25 September 2025