

Learning from Complaints

Our Annual Complaints Performances and Service
Improvement Report

1 April 2025 - 31 March 2026

A message to our customers

Every NewArch customer has the right to live in a safe, good-quality home and to receive a service they can rely on. We aim to get this right, but we know we don't always manage it. When something goes wrong, we want to hear about it - because listening, learning and putting things right is how we improve.

This report shares how complaints went across our homes in the year to 31 March 2026: how many we received, how we handled them, what you told us, and the changes we are making as a result. We have written it for you, our customers, and we have tried to keep it clear and honest - including in the areas where we know we need to do better.

NewArch delivers its services via Management Partners, monitoring performance and enforcing standards through our contractual relationships with them. We don't want our residents to ever feel disadvantaged by the fact that their landlord is not delivering services directly, and learning from complaints is one of the best ways for us to improve how we work with Management Partners.

If you ever have further questions or feedback for us, please reach out to us at hello@newarchhomes.com

About this report

We publish this report every year in line with the Housing Ombudsman's Complaint Handling Code. It is designed to be read alongside our self-assessment against the Code, which shows how our Complaints Policy and practice measure up to the standards the Ombudsman sets.

- **NewArch owns the homes.** We deliver our housing management responsibilities through local service providers.
- **Management Partners provide day-to-day services.** They handle repairs, estate services, customer contact and most Stage 1 complaints on our behalf.
- **NewArch provides oversight.** We set expectations, monitor complaint handling, review complaint learning and provide independent oversight at Stage 2.

The figures in this report come from complaints recorded by our Management Partners, rather than complaints recorded directly by NewArch. NewArch learns from reviewing complaints, getting insight into:

- what customers are experiencing;
- where issues are repeating;
- how well our Partners are responding; and
- what NewArch needs to learn, challenge or improve.

We remain accountable for using this learning to manage and challenge our Management Partners.

This report covers complaints from homes managed for us during the year. Homes acquired right at the end of the financial year are not included, as there is no complaints information for them yet.

How our complaints process works

A complaint is any expression of dissatisfaction about the standard of service, action, or lack of action by us or by anyone working on our behalf.

You do not need to use the word “complaint”. You can also complain through someone acting for you, such as a family member or advocate.

Complaints should be sent to your Management Partner in the first instance - if you are unsure who this is or need to find their contact details, you can do so here -

<https://www.newarchhomes.com/contact-us/>

Stage 1 - getting it sorted

- Stage 1 complaints are received, recorded and answered by the Management Partner who manages your home. NewArch expects Partners to investigate properly, explain what happened, and set out how they will put things right.
- Management Partners will inform NewArch of the subject of your complaint and outcome of the investigation through the monthly reporting.

Stage 2 - a closer look

- If you are unhappy with the Stage 1 response, you can ask for your complaint to be reviewed at Stage 2.
- At Stage 2, NewArch reviews the complaint and investigation outcomes alongside the Management Partner.
- We check whether the Partner’s response is fair, whether the right evidence was considered, whether the outcome was reasonable, and whether promised actions are clear and followed through.

If you remain unhappy after Stage 2, you can ask the Housing Ombudsman Service to look at your complaint independently.

Our complaints performance this year

Between 1 April 2025 and 31 March 2026:

- Our Management Partners told us that 41 Stage 1 complaints had been recorded across the homes they manage for NewArch; and
- 16 complaints were reviewed at Stage 2, where NewArch carried out a more independent review of the complaint and the Partner’s response.

The table below summarises how complaints were handled.

What we measured	2025/26
Complaints received (Stage 1)	41
Resolved at Stage 1, without going further	25 (around 6 in 10)
Where we agreed something went wrong (Stage 1, upheld in full or part)	29 of 41 (71%)
Reviewed at Stage 2	16 (39%)
Where we agreed something went wrong (Stage 2, upheld in full or part)	12 of 13 completed (92%)
Answered within our published timescales (Stage 1)	46%
Answered within our published timescales (Stage 2)	46%
Compensation and goodwill paid to put things right	around £7,300-£8,500
Findings made against us by the Housing Ombudsman	None

When a complaint is “upheld”, it means we agreed that something had gone wrong. A high uphold rate shows that when customers raise concerns, we take them seriously and accept where we got it wrong.

Around 6 in 10 complaints were resolved at Stage 1, without needing to go further - and where complaints were reviewed at Stage 2, the great majority led to us agreeing improvements or putting something right.

Where we got things wrong, we offered compensation or goodwill payments to put them right. In total this came to around £7,300-£8,500 across the year.

Timeliness is our biggest area for improvement.

Just under half of Stage 1 and Stage 2 complaints were answered within our published timescales - this was well below our expectations and poor compared to other landlords.

Improving response times is the most important complaint-handling issue for the year ahead, and we have engaged with Management Partners to improve performance and visibility in this area.

Complaints we did not accept

There were no complaints that we did not accept under our Complaints Policy during the year.

Housing Ombudsman findings

The Housing Ombudsman did not make any findings against NewArch during the year.

What you told us - the main themes

Five themes came up again and again in the complaints recorded by our Management Partners and the complaints NewArch reviewed at Stage 2.

These themes show what customers told us mattered most, where our Partners need to improve, and where NewArch needs stronger oversight.

1. **Keeping you updated.** The most common root cause by far. Customers told us about not being called back, having to chase for news, not knowing who was dealing with their issue, and updates that weren't consistent while a problem was open.
2. **Defects on newer homes.** The most common subject for complaints. The involvement of the housebuilder means that getting things sorted can take longer, updates are harder to get and customers can feel stuck in the middle.
3. **Repairs and getting to the root cause.** Repeat visits, temporary fixes, and contractors not being well coordinated - particularly on damp, mould and leaks.
4. **How quickly we handle complaints.** Relying too often on extra time to respond, and in some cases responses that were late or harder to follow than they should be.
5. **Estate services and value for money.** Communal cleaning, grounds maintenance and service-charge questions, especially soon after homes transferred to us.

How we compare with other landlords

It helps to see our performance against the wider sector. The most recent published figures run a year behind our own, but they give useful context.

- We received around 44 Stage 1 complaints for every 1,000 homes we own - a little below the sector average of about 53. Our tenant survey suggests more customers felt they had complained than we formally recorded, so we want to make sure every concern is captured.
- Across the sector, about 78% of Stage 1 complaints were answered on time. Our performance, at 46%, was well below that benchmark and well below the standard customers should expect from us. We are treating timeliness as our most important improvement priority.
- Repairs, damp and mould are the biggest sources of complaints across the whole sector - which mirrors what we are seeing - and a large share of compensation nationally is linked to leaks, damp and mould.

What we have done, and what will change next

Changes we made this year

- We now ask our Management Partners for clearer complaints information, because they usually receive and record Stage 1 complaints. This helps NewArch see patterns earlier and challenge Partners where the same problems keep happening.
- We have used Housing Ombudsman guidance and the new Awaab's Law requirements to check how our Partners deal with repairs, damp and mould.
- We now use complaints and customer survey feedback in our regular performance conversations with Partners, so learning from complaints is not treated as a separate exercise.
- Where gas servicing was not consistent enough, the Partner responsible is changing how it arranges appointments, including giving customers more control over booking suitable times.

Actions for 2026/27

These are the main actions we will take in 2026/27, where residents should feel a difference this year.

- **Clearer information about defects in new homes.** We will make it easier to understand what counts as a defect, who is responsible for fixing it, and the timescales customers should expect.
- **Faster coordination on new schemes.** NewArch will hold regular meetings with Management Partners, site teams and housebuilders so defects and handover issues are not left to drift.
- **Clear ownership of each issue.** We will expect Partners to tell customers who is dealing with their issue, what will happen next, and when they will receive an update. The aim is that customers are not passed between NewArch, Partners and developers.

We will also review how complaints are handled across our operating model:

- **Listen to people who have experienced our complaints process.** We will speak to a sample of customers before, during or after NewArch reviews their complaint at Stage 2. This will help us understand whether the process felt fair and clear, what could have been handled better, and what each complaint tells us about how we manage our Management Partners.
- **Stronger independent review at Stage 2.** NewArch will use Stage 2 to look more independently at what happened, how the Partner handled the complaint, and whether the outcome was fair. Where we identify learning, we will use it in our performance conversations with the Partner.
- **Make timely complaint responses our top priority.** Our performance on complaint response times was well below expectations this year. We will monitor the information Partners give us about complaint deadlines more closely, follow up earlier where responses are at risk of becoming overdue, and use our oversight role to challenge late responses more actively.

- **Better learning from each complaint.** We will ask Partners to identify the root cause of complaints and what they have changed as a result. We will also look at what NewArch can learn from each complaint about the way we oversee, support and challenge our Partners.
- **More consistent handling across all Partners.** We will check that customers receive a clear and fair complaints service, whichever organisation manages their home for NewArch. This includes checking that complaints are recorded consistently and escalated to NewArch when a Stage 2 review is needed.

Our commitment to you

NewArch is committed to listening to customers and holding both ourselves and our Management Partners to account.

- We do not currently manage any homes directly, but we are responsible for making sure complaints are taken seriously, reviewed fairly and used to improve services.
- This year, more concerns were recorded by our Partners and most complaints were resolved at the first stage.
- However, too many complaints were answered late. Improving timeliness is the most important issue we need to address.
- We will also focus on clearer communication and resolving repairs, damp, mould and leaks more effectively.

A final message from the Board

“As the Board member responsible for complaints, I want every NewArch customer to know that your feedback is taken seriously - by me, by the Board, and by the Partners who manage homes.

The Board will use the insights from this report to drive better complaint handling and better services over the coming year.

- More concerns are being recorded by our Partners.
- Most complaints are resolved at the first stage.
- The remedies offered are fair, and the Housing Ombudsman made no findings against us this year.
- But the number of complaints answered late was well below expectations. Improving timeliness is our most important priority.

Alongside better communication, stronger oversight of Stage 2 complaints and better defects management, this is exactly what our improvement plans are built to deliver. Above all, please keep telling us when something isn't right. It's how we learn, and how we make your home and our service better.”

Kevin Beirne, Member Responsible for Complaints