

OCTAVIA



2025 – 2026

Complaints Performance and Service Improvement Report

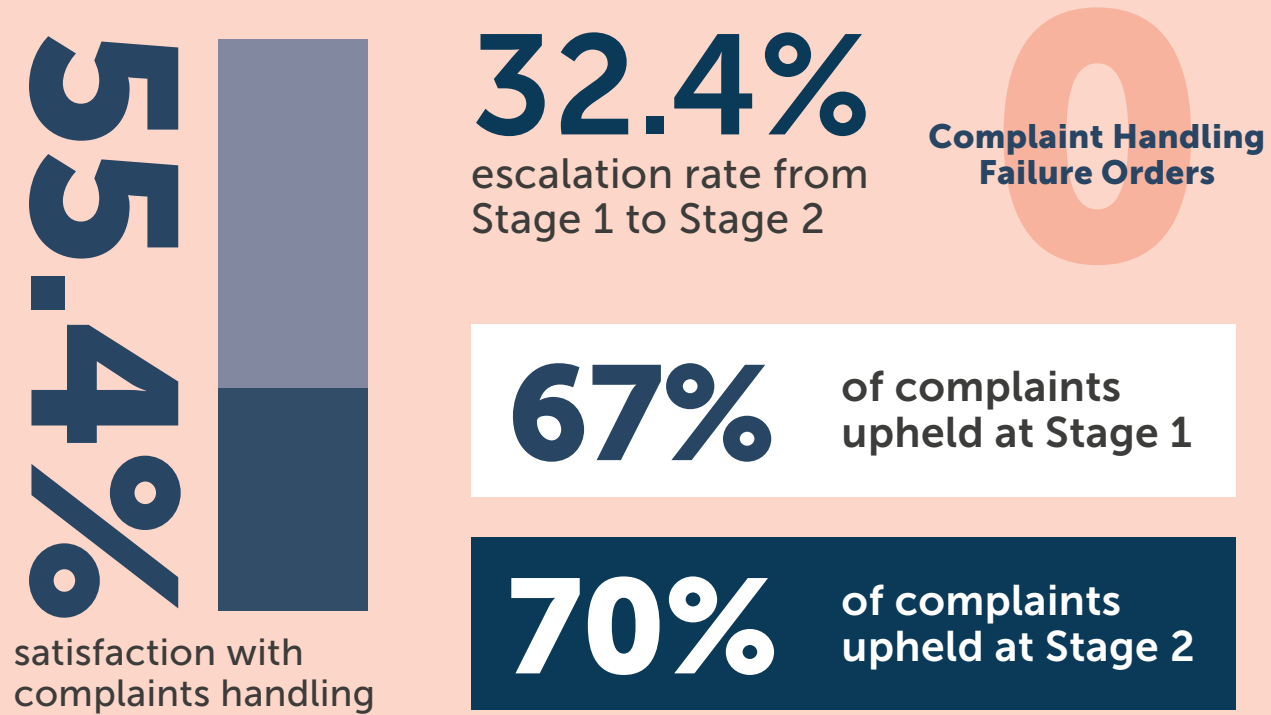


Abri’s 2025 – 2026 complaints performance and service improvement

Under the Housing Ombudsman’s Complaint Handling Code, Abri is required to produce an annual complaints performance and service improvement report for scrutiny and challenge. This report includes Abri’s annual self-assessment against this Code and a qualitative and quantitative analysis of our complaint handling performance. It also includes a summary of the types of complaints Abri have refused to accept; any findings of non-compliance with this Code by the Ombudsman; the service improvements made as a result of the learning from complaints; and any other relevant reports.

For this year, our report is split into two sections due to the fact Octavia joined the Abri group from December 2024 and became one organisation from 16 February 2026. Prior to this, Octavia and Abri operated and reported as two separate entities. Reporting for this financial year for operational data has remained separate but will be combined from April 2026. The information contained in this document applies to the parent organisation Abri Group Limited and its subsidiary, The Swaythling Housing Society Limited, both of which are registered providers.

Abri performance



Introduction

Listening to our customers and learning from their experiences is at the heart of our ambition to provide reliable, responsive and empowering services. This year’s Complaints Performance and Service Improvement report shows how we’ve acted on customer feedback and complaint insight to make meaningful improvements for the people who live in our homes.

While we met our targets for customer satisfaction and complaint handling, we know there’s more to do. We want to continue to improve customer satisfaction, reduce the number of complaints escalating to Stage 2, and respond more quickly to customers, even where we’re meeting our service standards. That’s why we’ve developed a clear action plan focused on improving both our service delivery and complaints experience.

This year, we’ve set up and started to work closely with our Customer Complaints Panel, giving customers a voice in shaping our complaints service. The panel will help us review our complaints service, understand what we can learn

from complaints, and show us where we need to make changes in how we deliver our services.

Later in this report, you’ll read case studies demonstrating how we’re learning from complaints and our internal service reviews, and turning insight into action across Shared Ownership services, the new homes experience, and our handling of noise complaints, leaks and follow-on repairs.

We’re proud of the progress we’ve made, but we remain focused on the improvements still to come. By listening, learning and acting on customer feedback, we’ll continue to improve the services we provide to offer a sector-leading experience to our customers and communities.

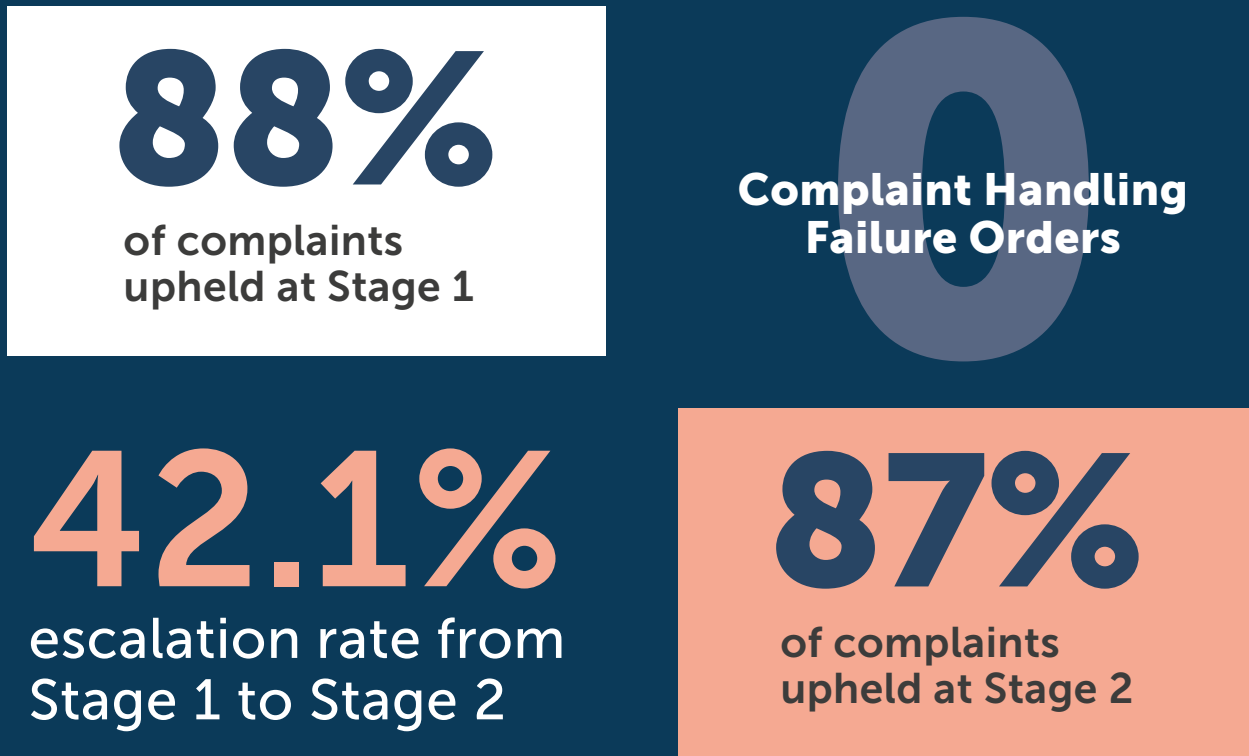


Lou Taylor
Member Responsible for Complaints – Board Member & Chair of Customer Committee



Mary Gibbons
Chief Operating Officer

Octavia performance



Annual self-assessment against the Complaint Handling Code

Abri’s annual self-assessment against the Complaint Handling Code can be found [here](#).

Qualitative and quantitative analysis of Abri’s complaint handling performance from April 2025 – March 2026.

- 3,288 complaints received at Stage 1
- 1,075 complaints received at Stage 2
 - On average, Abri received seven formal stage one complaints per 1,000 homes, per month (based on TSM stock definition)

Complaint handling timescales

- % of complaints handled within timescales (standard)
 - Stage 1 – 21%
 - Stage 2 – 22%
- % of complaints handled within timescales (extended)
 - Stage 1 – 78%
 - Stage 2 – 77%
- % resolved in standard + extended:
 - Stage 1 – 99%
 - Stage 2 – 99%

Escalation to stage 2

- 3,323 complaints were closed in year at Stage 1
- 1,075 complaints were escalated in year to Stage 2
- Escalation rate from Stage 1 to Stage 2 was 32.4%

Complaint outcomes

Stage 1

- 67% of complaints upheld (3,323 closed, 2,214 upheld)

Stage 2

- 70% of complaints upheld (1,089 closed, 758 upheld)

Complaint satisfaction

- Satisfaction with complaints handling – 55.4%

Qualitative and quantitative analysis of Octavia’s complaint handling performance from April 2025 – March 2026.

- 1,268 complaints received at Stage 1
- 538 complaints received at Stage 2

Complaint handling timescales

- % of complaints handled within timescales (standard)
 - Stage 1 – 38%
 - Stage 2 – 50%
- % of complaints handled within timescales (extended)
 - Stage 1 – 49%
 - Stage 2 – 32%
- % resolved in standard + extended:
 - Stage 1 – 87%
 - Stage 2 – 82%

Escalation to Stage 2

- 1277 complaints were closed at Stage 1
- 538 complaints were escalated to Stage 2
- Escalation rate from stage one to Stage 2 was 42.1%

Complaint outcomes

Stage 1

- 88% of complaints upheld (1,277 closed, 1118 upheld)

Stage 2

- 87% of complaints upheld (519 closed, 453 upheld)

Abri’s performance this year

During this financial year, Abri saw complaints volumes at Stage 1 stabilise and ended the year with the fewest open Stage 1 complaints across the year as a whole. The table below outlines complaints numbers received month by month over the year:

	Abri		Octavia	
	Stage 1	Stage 2	Stage 1	Stage 2
Apr 25	283	90	77	41
May 25	315	89	85	53
Jun 25	259	96	114	32
Jul 25	297	103	115	40
Aug 25	262	79	80	44
Sept 25	296	88	92	25
Oct 25	296	98	118	52
Nov 25	233	88	106	53
Dec 25	230	88	98	37
Jan 26	299	91	128	58
Feb 26	258	77	127	38
Mar 26	260	88	128	65

Refused to accept reasons

In line with Abri’s policy, which can be found on our [website](#), the only complaints Abri refuses to accept are:

- The issue giving rise to the complaint occurred over 12 months ago. However, where the problem is a recurring issue or continues because it has not been fixed by us, Abri may consider any older reports as part of the background to the complaint if this will help to resolve the issue. Similarly, Abri will apply discretion and may accept complaints made outside of twelve months where there is a good reason to do so.
- Where matters have already been the subject of legal proceedings which have come to an end after a final hearing.
- Where in all cases, except complaints about housing conditions, legal proceedings have started or are threatened (that is a letter of claim or equivalent has been sent to us).
- Matters that have already been considered under the complaints policy and have been through both Stages of the complaints process. In this case we can refer the complainant directly to the Housing Ombudsman.
- Complaints relating to consumer credit regulated activity, which may be able to be referred to the Financial Ombudsman Service.
- If a complaint is being made unreasonably or the customer is demonstrating unacceptable behaviour when pursuing their complaint, whilst we’ll still consider the individual circumstances of the complaint. We have a separate procedure giving guidance on dealing with unreasonable contact.

If Abri has valid reason not to accept a complaint, or to deal with it differently, we will be able to evidence the reasoning, and explain to the customer the reasons why the matter is not suitable for the complaints process, or outline how we are dealing with it and why, and the right to escalate the complaint, including to the Housing Ombudsman Service.

Findings of non-compliance with this Code by the Ombudsman

Abri and Octavia completed the Transfer of Engagements (ToE) on 16 February 2026. Prior to ToE Octavia received three Type 2b Complaint Handling Failure Orders (CHFOs) in January 2025 during the early stages of a new partnership arrangement with Abri.

Following ToE, Abri has not received any CHFOs from the Housing Ombudsman. No further findings of non-compliance have been made since that date.

Strategic review of our Shared Ownership offer

Shared Ownership is an important part of how we help people into home ownership, and we want that experience to feel positive, clear and supportive. Customer feedback and satisfaction data showed that shared owners were less satisfied than rental customers, prompting us to review the full experience and understand where we could do better.

A strategic review

From January 2025, we carried out a strategic review of our Shared Ownership offer, running into 2026 and covering six core areas. The review was shaped by customer focus groups, alongside insight from colleagues across the organisation.

The focus groups explored five core areas: what good looks like in high-satisfaction homes and schemes; defects and snagging; estates and grounds maintenance; the customer journey; and regulatory changes on the horizon. We also used a large-scale research project with shared owners, so customer insight sat right at the heart of the review. This work helped us build a clear picture of what matters most to customers and where the experience was not meeting expectations.

The review found that Shared Ownership journeys did not always feel clear, consistent or well-coordinated. Customers told us about challenges with communication, delays, defects and snagging, service charges, and the level of support around key moments such as completion. They wanted clearer information earlier, smoother handovers between teams, greater transparency about costs, and more reassurance and support throughout their journey.

What’s changed

The review led to a focused programme of improvements to make the Shared Ownership experience clearer and more reassuring. Completed actions include introducing Shared Ownership training for colleagues, improving access to repairs and strengthening the information and support customers receive before and after completion.

Further improvements are underway, including introducing a Shared Ownership information pack at the point when potential buyers are considering a home, so they have clear and helpful information earlier in the process. Looking ahead to 2026/27, we'll launch a customer portal from reservation stage, strengthen communications, review cleaning services, refine internal processes, and establish a dedicated Shared Ownership Customer Team to provide more consistent and joined-up support.

We’ve also signed up to the Shared Ownership Code, demonstrating our commitment to higher standards of transparency, fairness and customer care.

What’s improved

We’re now seeing quicker and more effective issue resolution, clearer communication, and more consistent support for shared owners. Improvements to training, processes and access to repairs are helping to create a more coordinated, customer-focused experience and stronger foundations for shared owners now and in the future.

Improving the journey to becoming an Abri resident

Becoming an Abri resident is one of those moments that really matter. For many people it can feel both exciting and daunting. We want new residents to feel supported, informed and cared for from the very start – but our data told us this wasn’t always the case.

Falling satisfaction scores for lettings and the quality of homes, alongside resident feedback about delays, unclear communication and unmet expectations, highlighted a clear need to better understand and improve this journey.

Listening to residents

Resident insight sat at the heart of this work. We analysed complaints and dissatisfaction data and carried out bespoke surveys with people who had recently moved into an Abri home for the first time. Their experiences reflected a wide range of personal circumstances, including different needs and vulnerabilities. Our Resident Scrutiny Group helped shape the approach, encouraging us to look at both the resident experience and the internal pressures faced by our teams.

What we learned

By bringing together customer insight, operational data and colleague feedback, we created a joined-up, evidence-based view of the full customer journey, rather than looking at it through isolated team perspectives. Through detailed process mapping across 29 workflows, colleague shadowing and direct conversations with residents, we identified more than 60 points where the process could fall down.

These issues were grouped into seven key themes, including communication gaps, unclear ownership between teams, inconsistent processes, system limitations, gaps in expectation-setting, pressure to prioritise speed over quality, and challenges with colleague capacity.

What we’re changing

Different business areas came together to develop targeted improvements to make the journey clearer, more joined-up and more supportive from application through to settlement. These include better and earlier communication, clearer information about homes before move-in, more reliable appointment booking, improved visibility across systems, and processes that better support residents who need extra help.

What this means for new residents

As these changes are rolled out, our goal is to help new residents feel confident, welcomed and informed when they move into their new Abri home. They will have a clearer understanding of what to expect, better information upfront, appointments that work, and teams working together behind the scenes, so nothing is missed.

Making follow-on repairs a success

Repairs play a big part in how customers experience Abri, and we know how frustrating it can be when a repair is not completed first time and needs to be handed from one trade to another.

We wanted to better understand follow-on work because it was leading to delays, fragmented journeys and inconsistent decision-making. It was also a regular theme in customer complaints, with both the time taken to complete repairs and follow-on work sitting among the top four complaint categories for our repairs and maintenance service.

What the process was showing us

To understand where things were breaking down, we mapped the end-to-end process and worked closely with planning teams to identify delays, duplication and gaps in visibility.

How we changed the system

We developed 11 targeted improvements to make follow-on repairs easier to identify, manage and complete first time. These changes focused on improving visibility of where each repair is in the process, making information clearer and more consistent when follow-on work is raised, strengthening triage so the right next steps are agreed earlier, and simplifying how jobs are handed between teams. Several of these improvements are already live, including enhanced reporting and a dedicated follow-on triage step, helping teams progress repairs more smoothly and reduce delays for customers.

What improved for customers

The changes are helping teams better understand what is needed to complete a repair and who needs to be involved. This is improving visibility, reducing duplication and supporting quicker progress on jobs. Over time, this will mean fewer delays, fewer repeat contacts and a smoother, faster repairs experience for customers.

Improving leak triage records

When customers report a leak, they should be able to trust that their report has been assessed using an evidence-based approach and that the right decision has been made first time. Clear records provide a strong audit trail, supporting fair repair decisions and transparent reviews if customers later question the outcome.

Why we made changes

During evidence gathering for a Housing Ombudsman investigation, we found that although colleagues were following our leak triage process correctly, the system notes didn't always clearly show how decisions had been reached. This made it harder to demonstrate that customer concerns had been properly assessed.

What we changed

We reviewed our leak triage guidance and updated the materials used by colleagues taking customer calls. The revised guidance sets clearer expectations about recording assessment notes, so the evidence considered and the reasons for each decision are visible to anyone reviewing the case.

What difference it made

These changes have led to clearer, more consistent case records that show how repair decisions are made. This supports quicker and more accurate responses to customers, stronger complaint handling, and greater transparency if decisions are reviewed. Colleagues also report increased confidence when recording their assessments.

Turning noise transference learning into action

In last year's report, we shared the first steps we were taking to improve how we support customers affected by noise transference. Noise transference is when everyday sounds, like footsteps, doors closing or household appliances, travel between homes through floors or walls. For customers experiencing this, it can have a real impact on comfort, wellbeing and how settled they feel at home. Building on this work, we continued to focus on making our approach clearer, fairer and more consistent.

What prompted the review

A Housing Ombudsman determination highlighted problems in how we were handling noise transference cases. Customers were not always given clear explanations about what we were doing, updates were not provided as consistently as they should have been, and our approach lacked the structure needed to manage these cases well. This made an already difficult experience more frustrating for customers. In response, we carried out a full review across teams to understand where things were going wrong and what needed to change.

What we learned

The review showed that customers often felt confused about how we were investigating their concerns and frustrated when responses were inconsistent. We were not always explaining the process clearly or setting out realistic timescales, which meant that even when work was carried out properly, the experience could still feel disappointing from the customer's point of view. We also learned that noise transference cannot be addressed through case handling alone. Alongside clearer processes and communication, practical steps to reduce noise at source are an important part of improving outcomes for customers.

What we changed

In last year's report, we shared a number of early improvements, including clearer communication with customers through new letters and diary sheets, and practical measures to reduce noise in re-let homes and new-build affordable rent flats. These steps helped, but we knew there was still more to do.

During 2025/26, we focused on strengthening and embedding our approach. We introduced a new Noise Transference Procedure, which sets out clear and consistent ways of assessing, investigating and resolving cases. This helps ensure customers receive a fairer and more joined-up service, no matter which teams are involved.

We also continued to improve how we support customers and colleagues. More frontline teams were equipped with mobile tablets, making it easier to record visits, capture conversations accurately, and share information quickly across teams. This supports better decision-making and helps reduce delays for customers.

Together, these changes have led to clearer processes, better triage, stronger cross-team working and more consistent investigations. Since the start of the review period, Stage 1 noise complaints have reduced by 50%.

Annual reports about Abri’s performance from the Ombudsman

The Housing Ombudsman publishes an annual report of landlord performance once every year. Once published for 2025/26 this report will be linked here:

Landlords Archive - Housing Ombudsman

Abri’s Ombudsman investigations and outcomes 2025/26		
Determinations	Legacy Abri (without Octavia)	Legacy Octavia
No of outcomes received	60	31
No of determinations received	131	95
Withdrawn/OOJ	1	3
No of CFHOs	0	0
No of severe maladministration	0	0
No of maladministration	26	37
No of service failures	36	23
No of offer of ‘reasonable redress’	34	19
No of NO maladministration	29	12
Resolved with intervention	5	0
Maladministration rate	47.7%	65.2%

Other relevant reports or publications produced by the Ombudsman in relation to Abri

Abri is committed to working with the Ombudsman to ensure any requests for information and determination orders, and recommendations are acted upon promptly. Below is a summary from 2025/26 of the investigations Abri has received back from the Housing Ombudsman, along with the outcome types as published on the Ombudsman’s website. Abri and Octavia did not receive any complaints handling failure orders in 2025/26.

The below publications can be found on the Housing Ombudsman’s website:

Abri Group Limited (202343084) - Housing Ombudsman	Abri Group Limited (202323612) - Housing Ombudsman
Abri Group Limited (202431979) - Housing Ombudsman	Abri Group Limited (202428388) - Housing Ombudsman
Abri Group Limited (202520334) - Housing Ombudsman	Abri Group Limited (202314457) - Housing Ombudsman
Abri Group Limited (202435787) - Housing Ombudsman	Abri Group Limited (202423985) - Housing Ombudsman
Abri Group Limited (202406701) - Housing Ombudsman	Abri Group Limited (202327210) - Housing Ombudsman
Abri Group Limited (202506411) - Housing Ombudsman	Abri Group Limited (202321477) - Housing Ombudsman
Abri Group Limited (202509637) - Housing Ombudsman	Abri Group Limited (202318516) - Housing Ombudsman
Abri Group Limited (202324968) - Housing Ombudsman	Abri Group Limited (202325242) - Housing Ombudsman
Abri Group Limited (202504040) - Housing Ombudsman	Abri Group Limited (202233472) - Housing Ombudsman
Abri Group Limited (202338255) - Housing Ombudsman	Abri Group Limited (202234471) - Housing Ombudsman
Abri Group Limited (202425919) - Housing Ombudsman	Abri Group Limited (202320191) - Housing Ombudsman
Abri Group Limited (202503845) - Housing Ombudsman	Octavia Housing Decisions Housing Ombudsman
Abri Group Limited (202424721) - Housing Ombudsman	Octavia Housing (202518189) - Housing Ombudsman
Abri Group Limited (202332172) - Housing Ombudsman	Octavia Housing (202409875) - Housing Ombudsman
Abri Group Limited (202449534) - Housing Ombudsman	Octavia Housing (202417526) - Housing Ombudsman
Abri Group Limited (202433137) - Housing Ombudsman	Octavia Housing (202512700) - Housing Ombudsman
Abri Group Limited (202447244) - Housing Ombudsman	Octavia Housing (202441046) - Housing Ombudsman
Abri Group Limited (202331031) - Housing Ombudsman	Octavia Housing (202345630) - Housing Ombudsman
Abri Group Limited (202439456) - Housing Ombudsman	Octavia Housing (202334918) - Housing Ombudsman
Abri Group Limited (202447225) - Housing Ombudsman	Octavia Housing (202503838) - Housing Ombudsman
Abri Group Limited (202450758) - Housing Ombudsman	Octavia Housing (202405592) - Housing Ombudsman
Abri Group Limited (202420324) - Housing Ombudsman	Octavia Housing (202323466) - Housing Ombudsman
Abri Group Limited (202331960) - Housing Ombudsman	Octavia Housing (202316527) - Housing Ombudsman
Abri Group Limited (202429771) - Housing Ombudsman	Octavia Housing (202220210) - Housing Ombudsman
Abri Group Limited (202440608) - Housing Ombudsman	Octavia Housing (202423537) - Housing Ombudsman

