



Aspire's Corporate Plan 2030 Core Purpose is:

We put people first by delivering safe, decent homes and excellent housing services through our talented Aspire team

The Board recognises the critical importance of receiving comprehensive information regarding organisational performance and obtaining direct feedback from customers. Quarterly reports are reviewed to assess progress against key performance indicators, including Tenant Satisfaction Measures (TSMs), alongside updates from the Customer Board Member on service scrutiny and the Member Responsible for Complaints (MRC) on complaints performance and organisational culture.

The Board has reviewed the Annual Complaints and Service Improvement Report 2024/25, as well as the Housing Ombudsman's Complaint Handling Code Self-Assessment, and can confirm compliance with these standards. Complaints are regarded by the Board not only as essential performance indicators but also as valuable sources of intelligence, enabling the application of learning outcomes to enhance services and drive continuous improvement.

It is acknowledged that the available metrics indicate a strong level of customer confidence in reporting concerns. The Board values the positive complaints culture being fostered within the organisation and recognises the significant contribution of the MRC in this development.

Throughout the year, the Board has prioritised improved performance in complaint handling and remains committed to ongoing monitoring, with a particular emphasis on driving lessons from complaints to inform service enhancements.