

Cedarmore

(Cedarmore Housing Association Limited)

Registered Office:

267 Southlands Road, Bickley BR1 2EG

Telephone 020 8468 7778

contact@cedarmoreha.com

www.cedarmorehousing.org.uk

Chair
Diane Moss



Cedarmore Housing Association 24/25 Annual Report into Complaints

CHA has 49 properties across three communities with 51 tenants. Some tenancies have changed through the year.

The Chief Executive Officer has confirmed that CHA has received no complaints during the period and that following review we confirm that the complaints process is accessible and that there are no barriers to complaints being raised and that complaints are not being dealt with informally.

The landlord's self-assessment against the Code and its actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord, such as the Knowledge and Information Management report or Damp and Mould report, are shared with the Board where applicable.

The landlord's governing body, being the CHA Board, have considered approval of the report and provided this statement to demonstrate that they have scrutinised the contents of the report and are satisfied that the report is an accurate reflection of the landlord's position that there have been no complaints nor issues relating to damp and/or mould.

The CEO reported on the self-assessment completed online and the Tenants' Complaints Policy, reviewed annually.

The Board also note that the CEO has fortnightly meetings with Sybil Darko as Sheltered Housing Lead.

This Report is signed by:

Mike Ruffhead -Board Member Link for Complaints and

Diane Moss
Chair of the Board

Report received at Board meeting 6th June 2025