

N-Vision

Complaints Performance and Service Improvement Report 2025

This report will cover the previous year's complaints data so, for this year's submission, the report will cover the complaint data from 2024-2025. N-Vision acts as the Landlord to 6 Independent Flats based onsite at the Princess Alexandra Care Home at Bosworth Place in Blackpool in which 3 are currently occupied.

We have conducted a qualitative and quantitative analysis of the landlord's complaint handling performance which will include a summary of the different types of complaints.

Complaint Handling Performance 2025/26

Service Needs & Complaint Type	Complaints & Service Requests	Response	Improvement areas to be addressed
Health and Safety	1 SR	Heating too hot in some flats	All radiators have been checked and have new valves on them
Fixtures and fittings	1 SR	Lighting in corridor a bit low	New sensor lights to be installed. LED's installed for time being to make it brighter.
Finance & Admin	0		
Anti-social behaviour	0		

N-Vision takes any complaints very seriously and follows procedures fully. From January 2025 to the present day (14/11/25), there have been 0 complaints and 2 service requests from any of our residents living in our independent flats. Currently, there are 3/6 flats occupied. All tenants are invited to attend regular resident meetings with managers and have access to our Duty Managers based in the office 24 hours per day. They can make any complaints in person, via writing or over the telephone.

Findings of non-compliance with the Code by the Ombudsman

N-Vision records all of our complaints made and records all of the stages of the process of dealing with them along with a formal written response to the tenant. There have been no complaints in this year and therefore nothing to log with the ombudsman.

Service improvements made as a result of the learning from complaints

We continue to improve the quality of our services at N-Vision and take feedback from our tenants seriously. Tenants have access to staff and ongoing support from the team at N-Vision. We have implemented annual questionnaires for our tenants to complete in order to listen to their comments and ensure quality improvement takes place.

Actions following any annual report about the landlord's performance from the Ombudsman

Actions 2025/2026	Implementation (Date and Responsibility)	Impact
Heating	To be monitored	New valves on radiators
Lighting in hallway	January 2026	Further sensorised lighting to be installed

Actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord

Actions 2025/2026	Implementation (Date and Responsibility)	Impact