



Birmingham Jewish Housing Association Ltd.

7 May 2025

Complaints Performance Report – Response from the Board

This is the first time we are publishing our Complaints Performance Report, and we welcome the opportunity it provides to reflect on our service delivery and identify areas for improvement where we may not have met our tenants' expectations.

We are encouraged to see that our tenants feel comfortable raising their concerns and have confidence in our willingness to address and resolve issues appropriately.

We remain committed to learning from our mistakes and to continuously enhancing the quality of services we provide.

While we recognise that there is still progress to be made, the recent appointment of a new Housing Manager marks a positive step forward. We are confident this will support the further development of a robust Complaints Process – one that ensures fairness, transparency, and equitable outcomes when our service falls short.

Philip Linz
BJHA Chair