



## **THE CHARTERHOUSE**

### **Kingston upon Hull**

The Charterhouse  
Charterhouse Lane  
Kingston upon Hull  
HU2 8AF

Fawley Judge & Easton – Clerk to the Trustees

Telephone (01482) 320026

3 March 2025

### **ANNUAL COMPLAINTS REVIEW AND RECOMMENDATIONS 2024**

The Board are pleased that we have had no complaints during the year to date.

We express our thanks to the Master, staff and agents providing the housing management services in the rapid response times to repair issues as they arise which is generally considered an area where complaints may arise.

Being a smaller Alms house with 34 properties the Board has quarterly meetings and has weekly contact with the on-site staff and speaking to residents if they are available. Master has regular resident's forums where matters can then be brought to the attention of the Trustees. This process allows the Board to see other issues that may not initially be reported upon by residents and act early.

We have a planned improvement to ensure all our stock comply with the Decent Homes Standard this continues to be challenging with the Grade 1 listing of some of our buildings.

Mrs S E Whittaker MBE  
Chairman