

Coventry Church (Municipal) Charities

Bond's Court, Bond's Hospital, Bond's Lodge and Ford's Hospital Almshouses

Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

10th September 2026

To Whom It May Concern,

Re. Annual Complaints Performance and Service Improvement Report

I write as Chairman to the Board of Trustees and hereby confirm that having considered the above matter the Board are satisfied that the two complaints received within the last financial year were resolved. One complaint related to a conflict between residents and the other related to a request for redecoration.

This letter is written in accordance with the Housing Ombudsman Complaint Handling Code – "The Code" paragraph 8.2.

This letter together with the and the Annual Complaints Performance and Service Improvement Report, the Self-Assessment Form and Complaints Policy for 2026 is published on our website. Copies are also made available to residents in each of our four buildings.

Yours faithfully,

Virginia E Rigby

Mrs V E Rigby
Chairman

Coventry Church (Municipal) Charities

Bond's Hospital, Hill Street, Coventry CV1 4AX

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Bond's Hospital, Hill Street, Coventry, CV1 4AX Telephone 02475 097421
Bond's Lodge, Hill Street, Coventry CV1 4GZ Telephone 02476 251716
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