

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

22nd September 2025

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 related to conflicts between residents and did not relate to service improvement.

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 2025 is published on our website. Copies are also made available to residents in each of our four buildings.

Yours faithfully,



Mrs V E Rigby
Chairman

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

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Bond's Hospital, Hill Street, Coventry, CV1 4AX. Telephone: (024) 7509 7423
Ford's Hospital, Greyfriars Lane, Coventry, CV1 2GY. Telephone: (024) 7622 3838
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