

CROSS LANCES HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Cross Lances Housing Co-operative (HC) owns 23 homes, all of which are social housing. Cross Lances HC outsources service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any member of the co-op or other stakeholder who has a consumer complaint about the landlord service can make a complaint to CHS at homes@coophomes.coop or through alternative channels. CHS will investigate and respond to complaints about their service, and Cross Lances HC's complaints officer will receive recommendations from Co-op Homes and respond to complaints about Management Committee (MC) actions.

This is the first annual complaints report in accordance with the Housing Ombudsman's new complaint handling code, which became mandatory for all social landlords from 1 April 2024

Cross Lances did not receive any complaints during its 2023/2024 financial year. As a small housing co-operative, this is not unexpected.

MANAGEMENT COMMITTEE RESPONSE TO 23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Management Committee has received and adopted:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned by Cross Lances HC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by Cross Lances HC and managed by Co-op Homes, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling. The MRC and the Committee have updated its complaint policy and considered and approved the self-assessment that Cross Lances complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Cross Lances HC will not receive enough complaints to learn from trends, but the Management Committee would consider any complaint received to learn lessons from it.