

PALM HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

A REVIEW OF COMPLAINTS AT PALM HOUSING CO-OPERATIVE IN 2023-2024

Palm Housing Co-operative (Palm HC) owns 27 homes, all of which are social housing. The Co-op outsources day to day repairs, housing management, finance and governance services to Co-op Homes South (CHS). Coin Street delivers major repairs, gas servicing and maintenance, and lift servicing and maintenance to Palm HC through a lease agreement.

Any member of Palm HC 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 Palm HC's complaints officer will investigate and respond to complaints about Management Committee (MC) actions.

This is the first annual complaints report in accordance with the Housing Ombudsman Service's new complaint handling code, which became mandatory for all social landlords from 1 April 2024. This report provides information on the number of complaints managed by CHS during 23/24 (1 Oct 2023 to 30 September 2024) and the response times against policy. There were no complaints received in 23/24 about services provided by Coin Street. This report sets out what the Co-op has learned.

Complaints volume

During 2023/24 CHS received 4 complaints from members living in the 27 homes owned by Palm HC.

- Stage 1 – 4 complaints
- Stage 2 – 0 complaints
- Referred to the Ombudsman – 0 complaints

The volume of stage 1 complaints equates to 148 complaints received per 1,000 homes. This is high compared to 39.7 for landlords submitting data to Housemark.

There were no stage 2 complaints received in 23/24. This compares to 5.3 for landlords submitting data to Housemark.

Housemark data is as reported in the Housemark Tenant Satisfaction Measures 2023/24 year-end results report June 2024.

Timeliness of responses:

At stage 1 of the process 3 out of 4 (75%) of the complaints were responded to within 10 working days. Performance against the target response time is just below median performance, which is 85.3% from Housemark data. The complaint that took longer than 10 working days was responded to in 21 working days and was a complex complaint concerning moving to a property.

Learning from complaints

1 complaint was about moving to a property through mutual exchange. The Co-op apologised for providing once piece of incorrect information. The Co-op was found to have acted in good faith and the length of time taken was found to be reasonable.

1 complaint was about charges and related to a rent account and charges were put right.

1 complaint was about information and data management and related to the use of personal data. It was found that data had been processed within GDPR principles.

1 complaint was about property condition and repairs were carried out.

None of the complaints were escalated to stage 2 or referred to the Housing Ombudsman Service in 2023/24.

Learning from complaints to improve services

Each of the 4 complaints related to the different areas of service. Palm HC apologised and took action of rent and repairs. Learning from the complaint about moving to a property fed into a wider policy review about pets.