

## MIDDLESEX HOUSING CO-OPERATIVE

### 23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Middlesex Housing Co-operative (MHC) owns 4 homes, all of which are social housing. MHC 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](mailto:homes@coophomes.coop) or through alternative channels. CHS will investigate and respond to complaints about their service, and MHC'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

**MHC 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

In September 2024 the Management Committee received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned by MHC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by MHC 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 MHC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

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