

HACKNEY HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

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

Hackney Housing Co-operative (HHC) owns 86 homes, all of which are social housing. HHC outsources service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any member of HHC 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 HHC'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 and the response times against policy. This report also sets out what CHS has learned.

Complaints volume

During 2023/24 CHS received 6 complaints from members living in the 86 homes owned by HHC.

- Stage 1 – 6 complaints
- Stage 2 – 3 complaints
- Referred to the Ombudsman – 2 complaints

The volume of stage 1 complaints equates to 69.8 complaints received per 1,000 homes. This is high compared to 39.7 for landlords submitting data to Housemark.

The stage 2 complaints were all accepted for received and responded to at stage 1 in the previous year. The volume of stage 2 complaints equates to 34.9 complaints received per 1,000 homes. This is high compared 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 5 out of 6 (83%) 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 43 working days and was a complex complaint involving major repairs and decant.

At stage 2 of the process none out of the 3 complaints were responded to within the 20-working day policy target. The 3 complaints were responded to in 28, 30 and 59 working days. Housemark have not reported response performance for stage 2 complaint handling.

Learning from complaints

7 complaints were about repairs, one of which included complaints about decant arrangements

1 complaint related to delays on posting payments to a rent account

1 complaint related to the way in which a tenancy request was handled

2 complaints included complaints about the way the complaint was handled

2 of the complaints were referred to the Housing Ombudsman Service in 2023/24 and HHC was asked to work with the complainants through its internal complaints procedure to resolve the

situation and CHS have managed this for HHC. The Ombudsman did not issue any determinations in 23/24.

Learning from complaints to improve services

8 of the 9 complaints related to the repairs service. HHC took learning from each individual complaint, which included delays in carrying out repairs and attitude of contractors. Two of the complaints included complaints about complaint handling. During the year CHS has improved its management and monitoring of complaints with HHC.

RECOMMENDED MANAGEMENT'S COMMITTEE'S RESPONSE TO THE 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 HHC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by HHC 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 HHC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given the size of HHC, the Co-op does not have enough complaints to learn from trends, but we have reported on the themes from nine complaints received in 23/24 that were handled by CHS on behalf of HHC.