

SENACRE HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

FOR COMPLAINTS RECEIVED BY CO-OP HOMES (SOUTH) LIMITED

Senacre Housing Co-operative (HC) owns 77 homes, all of which are social housing. Senacre HC outsources service delivery of housing management, rent, finance and administration to a managing agent Co-op Homes (South) Limited (CHS) and outsources repairs services to *[inset name]*

Any member of the co-op or other stakeholder who has a consumer complaint about housing management, rent, finance or administration services can make a complaint to CHS at homes@coophomes.coop or through alternative channels. CHS will investigate and respond to complaints about their service.

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

CHS received 1 complaint during its 2023/2024 financial year about services the services it delivers to the members of Senacre HC. The complaint was about the attitude of a member of CHS staff when the customer asked for help in liaising with the local authority over housing benefit payments to their rent account. CHS investigated the complaint at stage 1 of their complaints policy. CHS took action to provide the help requested and the complaint was concluded at stage 1 of the complaints process. CHS logged the complaint the same day it was received, and responded to the complaint 17 working days from logging. The response was provided 7 working days over the complaints policy timescale. CHS have since increased the visibility of complaint reporting to the Management Committee.

As a small housing co-operative, it is not unexpected for the landlord to receive none or a very low number of complaints