

## **EKARRO HOUSING CO-OPERATIVE**

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

#### **A REVIEW OF COMPLAINTS AT EKARRO HOUSING CO-OPERATIVE IN 2023-2024**

Ekarro Housing Co-operative (EHC) owns 56 homes, all of which are social housing. EHC outsources service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any member of EHC 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 EHC'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 4 complaints from members living in the 56 homes owned by EHC.

All complaints were resolved at Stage 1 of EHC's complaints process. No complaints were received at stage 2 of EHC's complaints process.

The volume of stage 1 complaints equates to 71.4 complaints received per 1,000 homes. This is high compared to 39.7 for landlords submitting data to Housemark. The 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 2 out of 4 (50%) of the complaints were responded to within 10 working days. Performance against the target response time is below median performance, which is 85.3% from Housemark data. The 2 complaints that took longer than 10 working days were responded to in 17 and 34 working days.

#### Learning from complaints

3 complaints were about delays in carrying out repairs

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

1 complaint included complaints about the way the complaint was handled

#### Ombudsman determinations

EHC did not receive any Ombudsman determinations in 23/24. EHC received one request for evidence from the Ombudsman during the year. EHC has provided the evidence requested to the Ombudsman. The Ombudsman's determination is expected on 24/25 and will be reported in next year's annual report.

### **Learning from complaints to improve services**

3 of the 4 complaints related to repairs. EHC took learning from each of these complaints, which were about delays in carrying out repairs. One of the complaints included a complaint about complaint handling. During the year CHS has improved its management and monitoring of complaints with EHC.

## **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 EHC and managed by CHS.
- An updated complaints policy, for consumer complaints from residents living in homes owned by EHC 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 EHC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

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