

MAY DAY HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Longlife Housing Co-operative (LHC) owns 64 homes, all of which are social housing. During 23/24 LHC outsourced service delivery of repairs and maintenance to a repairs agent - Home from Home. LHC also outsourced service delivery of housing management, gas servicing, finance, and governance 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 LHC at office@longlife.org.uk or through alternative channels. LHC will investigate and respond to complaints about the service.

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.

Longlife received one consumer complaints during its 2023/2024 financial year. As a small housing co-operative, a single complaint is not unexpected.