

MAY DAY HOUSING CO-OPERATIVE

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

May Day Housing Co-operative (HC) owns 18 homes, all of which are social housing. May Day HC 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 or through alternative channels. CHS will investigate and respond to complaints about their service, and May Day HC'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

May Day received 1 complaint during its 2023/2024 financial year.

The complaint we made to CHS. It concerned delays in posting a rent payment to a rent account. CHS investigated the complaint under stage 1 of their complaints policy. CHS upheld the complaint, apologised and brought the rent account up to date. The complaint was logged by CHS within one day of receipt, and responded to 12 working days after logging, 2 working days over CHS's policy. No further complaints have been received but CHS have since put improved complaint reporting to the MC in place.

As a small housing co-operative, the very low volume of complaints is not unexpected.