

MIDDLESEX HOUSING CO-OPERATIVE (MHC) LETTINGS LIMITED

23/24 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

A REVIEW OF COMPLAINTS IN 2023-2024

Middlesex Housing Cooperative (MHC) Lettings Limited holds landlord-tenant relationships 64 homes, all of which are social housing.

MHC Lettings Ltd outsource service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any tenant, or other stakeholder, MHC Lettings 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 a designated complaints officer from the Management Committee will investigate and respond to any complaints about Management Committee (MC) actions.

This is the first annual complaints report in accordance with the Housing Ombudsman complaint handling code. MHC Lettings are a voluntary member of the Housing Ombudsman's Scheme. MHC Lettings is not a regulated entity. The Code is not mandatory for MHC Lettings but the organisation has adopted the Code as good practice.

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 5 consumer complaints from tenants, or other stakeholders, about the landlord service of MCH Lettings Limited.

Four complaints were resolved at Stage 1 of MHC Letting's complaints process. One complaint was escalated to stage 2 of MHC Lettings' complaints process.

The volume of stage 1 complaints equates to 78.1 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 1 out of 5 (20%) of the complaints were responded to within 10 working days. Performance against the target response time is significantly below median performance, which is 85.3% from Housemark data. The 4 complaints that took longer than 10 working days were responded to in between 12 and 18 working days.

At stage 2 of the process the one complaint reviewed was responded to in 33 working days, longer than the 20-working day target.

Learning from complaints

All five complaints were about delays in carrying out repairs and 4 of the 5 concerned repairs needed to address damp and mould. One of the complaints involved a tenant who had been decanted whilst work was carried out. CHS ensured that all works were included in the specification and completed before the tenant moved back in.

Ombudsman determinations

MCH did not receive any Ombudsman determinations in 23/24.

Learning from complaints to improve services

All of the five complaints related to repairs. MHC took learning from each of these complaints, which were about delays in carrying out repairs. The CHS repairs advisers and surveyor are working more closely together, and with the CHS Housing Adviser, to monitor repairs to completion and keep residents updated on progress.

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

Despite the relatively small size of MHC, there is clear trend in complaints relating to delays to carrying our repairs and damp and mould. The Management Committee has received assurances from CHS on learning from these complaints and improvements in repair handling and prioritisation of repairs relating to damp and mould.