

MIDDLESEX HOUSING CO-OPERATIVE

24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Middlesex Housing Co-operative (MHC) owns 4 homes, as a not-for-profit housing provider. MHC 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 MHC's complaints officer will receive recommendations from Co-op Homes and respond to complaints about Management Committee (MC) actions

This is the second annual complaints report in accordance with the Housing Ombudsman's complaint handling code. MHC is a voluntary member of the Housing Ombudsman Scheme. MHC is not a Registered Provider of Social Housing. The Code is not mandatory for MHC, but the organisation has adopted the Code as good practice.

MHC did not receive any complaints during its 2024/2025 financial year. As a small housing co-operative, this is not unexpected.

MANAGEMENT COMMITTEE RESPONSE TO 24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

MHC updated its complaints policy in September 2024.

In September 2025 the Management Committee received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned by MHC and managed by CHS.
- A self-assessment against the Housing Ombudsman Complaint Handling Code

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 Management Committee has considered and approved the self-assessment that MHC complies with all aspects of the Housing Ombudsman's Complaint Handling Code

Given our size, MHC will not receive enough complaints to learn from trends, but the Management Committee would consider any complaint received to learn lessons from it.