

QUADRANT BROWNSWOOD TENANTS CO-OPERATIVE

24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

A REVIEW OF COMPLAINTS HANDLED BY CHS ON BEHALF OF QUADRANT BROWNSWOOD TENANT CO-OPERATIVE IN 2024-2025

Quadrant Brownwood Tenant Co-operative (QBTC) owns 136 homes, all of which are social housing. QBTC 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 QBTC at homes@coophomes.coop or through alternative channels set out in the complaints policy. CHS will investigate and respond to complaints about their service, and QBTC's complaints officer will investigate 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, which became mandatory for all social landlords from 1 April 2024. This report provides information on the number of complaints managed by CHS during 24/25 and the response times against policy. This report also sets out what CHS has learned.

Complaints volume

During 2024/25:

CHS received 5 complaints from members living in the 136 homes owned by QBTC.

- Stage 1 – 4 complaints
- Stage 2 – 3 complaints (1 of which was a request to review a stage 1 response from 23/24)
- Determinations from the Ombudsman – 1 complaint

Stage 1 – Four complaints

The volume of stage 1 complaints equates to 29.4 complaints received per 1,000 homes. This is lower than 49.3 for landlords submitting data to Housemark in the Housemark Tenant Satisfaction Measures 2024/25 year-end results report June 2025.

The volume of stage 2 complaints equates to 22.1 complaints received per 1,000 homes. This is high compared to 8.2 for landlords submitting data to Housemark.

Timeliness of responses:

At stage 1 of the process, 1 out of 4 (25%) of the complaints made by CHS were responded to within 10 working days. The remaining complaints were responded to in 12, 14 and 32 working days. Performance against the target response time is significantly below median performance, which is 93.4% from Housemark data.

At stage 2 of the process all (100%) of the complaints progressed by CHS were responded to within the 20-working day policy target. Performance against the target response time is better than median performance, which is 91.5% from Housemark data.

Learning from complaints

The complaints progressed by CHS covered

- 2 complaints related to handling of anti-social behaviour, both escalated to stage 2
- 2 complaints related to property condition
- 1 complaint related to property condition that was responded to at stage 1 in 23/24 and at stage 2 in 24/25

Due to the high volume of complaints escalated to stage 2 CHS have reviewed their approach to complaint handling and increased monitoring of the timeliness and quality of replies at stage 1.

3 of the complaints related to property conditions and QBTC received 1 determination from the Ombudsman in 24/25 related to property condition. As a result, of the Ombudsman's determination, CHS provided the tenant with a regular weekly update during repair work. CHS also created a new managerial post to help improve co-ordination and communication of repairs for all tenants.

The Ombudsman's determination of a second complaint relating to repairs was received and will be reported on in 25/26.

The 2 complaints about the handling of anti-social behavior have been referred to the Ombudsman and CHS provided evidence during 24/25. In 24/25 CHS has reviewed its approach to ASB case handling and increased contact with tenants and signposting to support.

MANAGEMENT'S COMMITTEE'S RESPONSE TO THE ANNUAL COMPLAINTS' PERFORMANCE AND SERVICE IMPROVEMENT REPORT

In November 2024 the MC adopted an updated complaints policy, for consumer complaints from residents living in homes owned by QBTC and managed by Co-op Homes, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 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 QBTC and managed by CHS.
- A self-assessment against the new 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 MRC and the Committee considered and approved the self-assessment that QBTC has fully complied with all aspects of the Housing Ombudsman's Complaint Handling Code.

Given the size of the Co-op, QBTC does not have enough complaints to learn from trends, but we have reported on the themes from complaints received in 24/25 that were handled by CHS.