

PARK HILL HOUSING CO-OPERATIVE

2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Park Hill Housing Co-operative (HC) owns 25 homes, all of which are social housing. Park Hill 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 Park Hill at management@parkhillhousing.co.uk or CHS at homes@coophomes.coop or through alternative channels. CHS will investigate and respond to complaints about their service, and Park Hill MC 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

Park Hill HC received one complaint during 2025 financial year - between 1 January and 31 December 2025. As a small housing co-operative, this is not unexpected. PHHC responded to the complaint about information management at stage 1 of its complaints policy and rectified the error.