

## HACKNEY HOUSING CO-OPERATIVE

### 24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

#### A REVIEW OF COMPLAINTS AT HACKNEY HOUSING CO-OPERATIVE IN 2024-2025

Hackney Housing Co-operative (HHC) owns 86 homes, all of which are social housing. HHC outsources service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any member of HHC or other stakeholder who has a consumer complaint about the landlord service can make a complaint to CHS at [homes@coophomes.coop](mailto:homes@coophomes.coop) or through alternative channels. CHS will investigate and respond to complaints about their service, and HHC'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 Service's new 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 2 complaints from members living in the 86 homes owned by HHC. One of the two complaints was resolved at stage 1 and one was escalated to stage 2. The Co-op received two determinations from the Ombudsman in 25/26, from complaints dealt with in 23/24. The determinations will be reported on in the 25/26 annual complaints report. One complaint was referred to the Ombudsman in 24/25. The Co-op has provided evidence and awaits the determination.

The volume of stage 1 complaints equates to 23.2 complaints received per 1,000 homes. This is below the median compared to 49.3 for landlords submitting data to Housemark.

The volume of stage 2 complaints equates to 11.6 complaints received per 1,000 homes. This is above the median compared to 8.2 for landlords submitting data to Housemark. It represents one complaint.

Housemark data is as reported in the Housemark Tenant Satisfaction Measures 2024/25 year-end results report June 2024.

#### Timeliness of responses:

At stage 1 of the process neither (0%) of the complaints were responded to within 10 working days. Performance against the target response time is well below median performance, which is 93.4% from Housemark data. The complaints that took longer than 10 working days were responded to in 13 and 24 working days.

At stage 2 of the one complaint was responded in 47 working days, outside of the 20-working day policy target. Performance against the target response time is well below median performance, which is 91.5% from Housemark data Housemark.

#### Learning from complaints

1 complaint was about a delay to a repair.

1 complaint related to the handling of Anti-social behaviour.

2 complaints referred to the Housing Ombudsman Service in 2023/24 received determinations in 24/25. Both concerned complex repairs, one with a decant. HHC provided evidence in both cases that the determination orders have been satisfied.

### **Learning from complaints to improve services**

HHC took learning from each individual complaint. There were delays in complaints, handing in both complaints received and both Ombudsman determinations in 24/25. CHS have, as a result, increased the controls in complaint tracking. CHS has improved its monitoring of outstanding repairs. In addition, it has improved its case management practices in ASB.

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

In September 2024 the MC adopted and updated complaints policy, for consumer complaints from residents living in homes owned by HHC and managed by Co-op Homes, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024

In September 2024 the Management Committee has received and adopted:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned by HHC 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 have considered and approved the self-assessment that HHC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given the size of HHC, the Co-op 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 on behalf of HHC.