

## **WATER TOWER HOUSING CO-OPERATIVE**

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

Water Tower Housing Co-operative (HC) owns 41 homes, all of which are social housing. Water Tower 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 CHS at [homes@coophomes.coop](mailto:homes@coophomes.coop) or through alternative channels. CHS will investigate and respond to complaints about their service, and Water Tower HC'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 new complaint handling code, which became mandatory for all social landlords from 1 April 2024

**Water Tower received one complaint during its 2024/2025 financial year.** The complaint was about noise nuisance. The complaint was responded to within two days at stage 1. The complainant escalated their complaint to stage 2, which was replied to in 14 days, within the policy timescale. There was a delay in the time for a surveyor to assess the nuisance. CHS learned how it can be better coordinated to respond to noise nuisance. As a small housing co-operative, one complaint is not unexpected.