

Co-op Homes

The complaints we received in 24/25 covered a range of issues, but the common theme of dissatisfaction which we will attempt to resolve is:

- Not keeping customers up to date

We have improved our case management systems and expectations that Coop Homes will always provide proactive, honest and regular communication.

We should be easy to contact via telephone on 020 3166 2608 and always reply to an email within 48 hours. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know at homes@coophomes.coop.

During 2024 to 2025 we received 7 complaints from residents living in the 311 homes owned by Co-op Homes.

- Three complaints related to our repairs and maintenance service.
- One complaint related our estate management service
- One complaint related handling of ASB
- One complaint related to occupancy rights
- One complaint related to moving to a property

In one of these cases, the complainant was not satisfied with Co-op Homes' reply to Stage 1 of the Complaints Policy, and in 25/26 they asked for their complaint to be escalated to Stage 2.

A complaint about repairs was accepted by the Housing Ombudsman Service for investigation in 24/25. We expect the determination in 25/26.

Learning from complaints to improve services

Issue	Learning point
Three complaints were about our repairs and maintenance service. In one case we closed a repair when it had not been completed. In another case we cancelled an appointment with a contractor and did not inform the customer. In the third case a repair was put into a planned maintenance programme, and we didn't let the customer know. In all these cases we hadn't kept the customer updated.	We realise that not knowing what's going on has a big impact on customers. We've increased the number of people in our customer services team to ensure we're better at keeping customers updated in future. We are increasing the training available on positive communication.
In a complaint about estate management, a customer was not satisfied with the gardening service.	We realise the stress caused by having to chase up a service that should have been provided. In this instance we spoke to our contractor and got the work done.
Anti-social behaviour (ASB) is excluded from our complaints policy as we deal with it under a separate ASB policy. However, one complainant felt that we weren't keeping them up to date	During the year we reviewed how we manage ASB cases. We realise how important it is to keep customers up to date and we have introduced

on progress with their ASB case. This follows two similar complaints in 23/24.	new expectations for keeping in touch at each stage of an investigation and in between if there is any delay. We have updated our case management practice. We will always complete a new initial report form. This sits alongside a new risk assessment action plan. The new system should ensure that customers receive regular contact about progress.
A resident complained about their occupancy rights, and we reviewed how we handled their application for succession.	We always follow the succession policy, which has an appeals process. We have improved how we seek to understand the circumstances of each customer to ensure we are always empathetic.
A resident was not satisfied with an accommodation offer made during a redevelopment project. They were also dissatisfied with our communication.	We realise that moving home is a stressful life event. We didn't find evidence that we had acted unfairly in the accommodation offers we made. We learned the key importance of consistent communication.

Conclusions:

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

On 24 July 2025 the Board received:

- the 2425 annual complaints performance and service improvement report for residents living in homes owned and managed by Co-op Homes.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Co-op Homes' complaints system. The MRC and the Board have considered and approved the self-assessment that Co-op Homes complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board and the Member Responsible for complaints viewed the complaints management system as a source of assurance on the accuracy of data. Co-op Homes adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Co-op Homes are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign.

One of Co-op Homes' values is 'we learn'. As a small provider owning and managing 311 homes the Board considers a summary of each complaint, and the lessons learned from individual complaints. Our learning from individual complaints shows that communication is a key factor across complaints. We have improved case management practice and increased positive communication training for staff. The number of complaints has reduced from 11 in 23/24 to 7 in 24/25. Although there is more to do with good communication, this indicates to the Board that there has been positive progress during 24/25.