

EKARRO HOUSING CO-OPERATIVE

24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

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

Ekarro Housing Co-operative (EHC) owned 56 homes in 24/25, all of which are social housing. EHC outsources service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any member of EHC or other stakeholder who has a consumer complaint about the landlord service can make a complaint to CHS at homes@coophomes.coop or through alternative channels. CHS will investigate and respond to complaints about their service, and EHC'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 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 1 complaint from members living in the 56 homes owned by EHC.

The complaint was resolved at Stage 1 of EHC's complaints process. No complaints were received at stage 2 of EHC's complaints process.

The volume of stage 1 complaints equates to 17.8 complaints received per 1,000 homes. This is low compared to 39.7 for landlords submitting data to Housemark. The Housemark data is as reported in the Housemark Tenant Satisfaction Measures 2024/25 year-end results report June 2025.

Timeliness of responses:

At stage 1 of the process 2 out the complaint was responded to within 10 working days. Performance against the target response time is above median performance, which is 93.4% from Housemark data.

Learning from complaint

The complaint related to charges and communication. The resident was reminded of the ways to get in touch with the managing agents.

Ombudsman determinations

EHC received one determination from the Ombudsman in 24/25 relating to leaseholder charges and maintenance. EHC met the orders and the Ombudsman closed the case before year end.

EHC also received one request for evidence from the Ombudsman during the year. EHC has provided the evidence requested to the Ombudsman. The Ombudsman's determination is expected on 25/26 and will be reported in next year's annual report.

Learning from complaints to improve services

The complaint received was about communication. CHS provided contact details to the complaint and keeps communication channels under review.

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

EHC updated its complaints policy in Sep 24 to meet the Ombudsman's Code.

The Management Committee has received and adopted:

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

Given the size of EHC, the Co-op does not have enough complaints to learn from trends, but we have reported on the learning from the complaint received in 24/25 that was handled by CHS on behalf of EHC.