

## **BEDFONT STONEY WALL HOUSING CO-OPERATIVE**

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

Bedfont Stoney Wall Housing Co-operative (HC) owns 55 homes, all of which are social housing. Bedfont Stoney Wall 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 Bedfont Stoney Wall 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

**Bedfont Stoney Wall received one consumer complaints during its 2024/2025 financial year - between 1 Oct 2024 and 30 September 2025.** As a small housing co-operative, one complaint is not unexpected.

The complaint related to property condition issues, including damp and mould, as well as concerns about poor communication. The errors were identified and corrected, and staff have received additional training to ensure improved practice and prevent recurrence.