

CHIPPENHAM HOUSING CO-OPERATIVE

2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Chippenham Housing Co-operative (HC) owns 12 homes, all of which are social housing. Chippenham HC outsources service delivery of housing management to a managing agent Co-op Homes (South) Limited (CHS) and uses other providers for its repairs service.

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 or through alternative channels. CHS will investigate and respond to complaints about their service, and Chippenham 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 complaint handling code, which became mandatory for all social landlords from 1 April 2024

Chippenham HC received no complaints during 2025 financial year - between 1 February 2025 and 31 January 2026. As a small housing co-operative, this is not unexpected.