

## **ABEONA HOUSING CO-OPERATIVE**

### **2024 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

Abeona Housing Co-operative (HC) owns 50 homes, all of which are social housing. Abeona 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 outlined in the complaints policy. CHS will investigate and respond to complaints about their service, and Abeona HC's complaints officer will receive recommendations from CHS and respond to complaints about Management Committee (MC) actions.

This is the first 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

**Abeona received one complaint in 2024 year - between 1 January and 31 December 2024.** The complaint concerned property condition and contractor conduct. The complaint was received on 8 November 2024 acknowledged in 8 working days (3 days over policy timescale) and responded to after this reporting period. Performance against policy timescales, outcomes, and learning from the complaint will therefore be reported in next year's annual report. As a small housing co-operative, this small number of complaints is not unexpected.