MHC LETTINGS LIMITED

2026 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

MHC Lettings Limited (MHCL) owns 38 homes. MHCL is a voluntary member of the Housing Ombudsman's Scheme. MHCL outsources service delivery of housing management to a managing agent Co-op Homes (South) Limited (CHS).

Any resident of MHCL 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 MHCL's complaints officer will receive recommendations from Co-op Homes and respond to complaints about Management Committee (MC) actions.

This is the third annual complaints report in accordance with the Housing Ombudsman's complaint handling code, which became mandatory for all social landlords from 1 April 2024

MHCL received no complaints during 2025/26 financial year - between 1 April 2025 and 31 March 2026. As a small housing co-operative, this is not unexpected.

MIDDLESEX HOUSING CO-OPERATIVE LIMITED

MANAGEMENT COMMITTEE RESPONSE TO 2026 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Middlesex Housing Cooperative Limited updated its complaints policy, for consumer complaints from residents living in homes owned by MHCL and managed by Co-op Homes, in November 2024 to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has received:

- the 2026 annual complaints performance and service improvement report (reporting on complaints received between 1 April 2025 and 31 March 2026) for residents living in homes owned by MHCL and managed by CHS.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

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 considered and approved the annual self-assessment that MHCL complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, MHCL will not receive enough complaints to learn from trends, but the Management Committee would consider any individual complaint received to learn lessons from it.