

WAVERLEY EIGHTH HOUSING CO-OPERATIVE

2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Waverley Eighth Housing Co-operative (HC) owns 26 homes, all of which are social housing. Waverley Eighth 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 or through alternative channels. CHS will investigate and respond to complaints about their service, and Waverley Eighth 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

Waverley Eighth HC received one complaint during 2025 financial year - between 1 January and 31 December 2025. As a small housing co-operative, this is not unexpected.

The complaint was responded to by the Management Committee within the complaint handling policy timescales.