

## **OLD ISLEWORTH HOUSING CO-OPERATIVE**

### **2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

Old Isleworth Housing Co-operative (HC) owns 20 homes, all of which are social housing. Old Isleworth 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 Old Isleworth 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

**Old Isleworth HC received no complaints during 2025 financial year - between 1 January and 31 December 2025.** As a small housing co-operative, this is not unexpected.