

WATER TOWER HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

In July 2024 Water Tower HC updated its complaints policy for consumer complaints from residents living in homes owned by Water Tower HC and managed by Co-op Homes, which meets the requirements of the new Housing Ombudsman Complaint Handling Code 2024

In September 2025 the Management Committee received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned by Water Tower HC 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 has considered and approved the self-assessment that Water Tower complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Water Tower HC will not receive enough complaints to learn from trends, but the Management Committee considers any complaint received to learn lessons from it.