

OLD ISLEWORTH HOUSING CO-OPERATIVE

2024 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 or through alternative channels outlined in the complaints policy. CHS will investigate and respond to complaints about their service, and Old Isleworth HC 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

Old Isleworth HC received **one consumer complaint** during 2024, **between 1 January and 31 December 2024**. The complaint concerned delays to planned repairs. The complaint was acknowledged in 12-working days (7-working days over the 5-working day policy) and responded to in 15 working days from acknowledgement due date (5-working days over the 10-working day policy). The complaint was upheld and resolved at stage 1 of the complaints policy.

As a small housing co-operative, this small number, a single consumer complaint, is not unexpected.