

## **PALM HOUSING CO-OPERATIVE**

### **24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

#### **A REVIEW OF COMPLAINTS AT PALM HOUSING CO-OPERATIVE IN 2024-2025**

Palm Housing Co-operative (Palm HC) owns 27 homes, all of which are social housing. The Co-op outsources day to day repairs, housing management, finance and governance services to Co-op Homes South (CHS). Coin Street delivers major repairs, gas servicing and maintenance, and lift servicing and maintenance to Palm HC through a lease agreement.

Any member of Palm HC 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 Palm HC's complaints officer will investigate and respond to complaints about Management Committee (MC) actions.

This is the second annual complaints report in accordance with the Housing Ombudsman Service's new complaint handling code, which became mandatory for all social landlords from 1 April 2024. This report provides information on the number of complaints managed by CHS during 24/25 (1 Oct 2024 to 30 September 2025) and the response times against policy.

#### Complaints volume

During 2024/25 CHS received a complaint from members living in the 27 homes owned by Palm HC.

The one complaint went through two stages of Palm HC's complaints process in 24/25 and the customer referred the complaint to the Ombudsman in 25/26. The complaint concerned the landlords handling of the residents, response to allegations of tenancy fraud against the resident, response to the residents reports that the landlord treated her unfairly and handling of the complaint. The complaint was partially upheld at stage 1 and stage 2. The Ombudsman upheld the complaint in 25/26 and the learning is reported below

#### **Learning from complaints to improve services**

The complaint related to the different areas of service. Palm HC apologised for the handling of noise nuisance and allegation of tenancy fraud. Its managing agent Co-op Homes as a result updated the landlord's policies and procedures.