

DENNETTS HOUSING CO-OPERATIVE

2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Dennetts Housing Co-operative (HC) owns 19 homes, all of which are social housing. During 2025 Dennetts HC outsourced 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 could make a complaint to CHS at homes@coophomes.coop or through alternative channels outlined in the complaints policy. CHS would investigate and respond to complaints about their service, and Dennetts HC's complaints officer would receive recommendations from CHS and respond to complaints about Management Committee (MC) actions.

This is the second 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

Dennetts did not receive any complaints during its 2025 financial year - between 1 January and 31 December 2025. As a small housing co-operative, this is not unexpected.