

## **MHC LETTINGS LIMITED**

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

MHC Lettings Limited holds landlord-tenant relationships for 64 homes, as a not-for profit provider of housing.

MHC Lettings outsources service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any tenant, or other stakeholder, of MHC Lettings 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 a designated complaints officer from the Management Committee will investigate and respond to any complaints about Management Committee (MC) actions.

This is the second annual complaints report in accordance with the Housing Ombudsman complaint handling code. MHC Lettings is a voluntary member of the Housing Ombudsman Scheme. MHC Lettings is not a Registered Provider of Social Housing. The Code is not mandatory for MHC Lettings but the organisation has adopted the Code as good practice.

This report provides information on the number of complaints managed by CHS during 24/25 and the response times against policy. This report also sets out what CHS has learned.

#### Complaints volume

During 2024/25 CHS received 3 consumer complaints from tenants, or other stakeholders, about the landlord service of MHC Lettings.

All three complaints were resolved at stage 1 of MHC Lettings's complaints process.

The volume of stage 1 complaints equates to 46.8 complaints received per 1,000 homes. This is average compared to 49.3 for landlords submitting data to Housemark. The Housemark data is as reported in the Housemark Tenant Satisfaction Measures 2024/25 year-end results report dated June 2025. No complaints were escalated to stage 2.

#### Timeliness of responses

At stage 1 of the process 2 out of 3 (66.6%) of the complaints were responded to within 10 working days. Performance against the target response time is significantly below median performance, which is 93.4% from Housemark data. The 1 complaint that took longer than 10 working days was responded to in 33 working days

No complaints were escalated to stage 2 during 24/25.

#### Learning from complaints

All 3 complaints included complaints about delays in carrying out repairs, and 1 also concerned the lag between charges and payments on a rent account. The volume of complaints is lower than last year.

#### Ombudsman determinations

MHC Lettings did not receive any Ombudsman determinations in 24/25.

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

All of the three complaints included complaints about repairs. MHC Lettings took learning from each of these complaints. During the year, our managing agent's Repairs service created a new managerial role to monitor repairs through to completion, and to keep residents updated on progress.

## **RECOMMENDED MANAGEMENT COMMITTEE'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

MHC Lettings's complaints policy for consumer complaints from residents living in homes owned by MHC Lettings, and managed by Co-op Homes, meets the requirements of the Housing Ombudsman Complaint Handling Code 2024

The Management Committee has received and adopted:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned by MHC Lettings and managed by CHS.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code

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 have considered and approved the self-assessment that MHC Lettings complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Despite the relatively small size of MHC Lettings, there is a clear trend in the last two years of complaints relating to delays in carrying out repairs and of damp and mould. The Management Committee has received assurances from CHS on its learning from these complaints, and reassurances that improvements to repair handling and the prioritisation of repairs relating to damp and mould are in progress.