

HACKNEY HOUSING CO-OPERATIVE

2026 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT AND MANAGEMENT COMMITTEE RESPONSE

Hackney Housing Co-operative owns 86 homes, all of which are social housing. Hackney HC outsources service delivery of housing management 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. CHS will investigate and respond to complaints about their service, and Hackney HC's complaints officer will receive recommendations from Co-op Homes and respond to complaints about Management Committee (MC) actions.

This is the third annual complaints report in accordance with the Housing Ombudsman's Complaint Handling Code, which became mandatory for all social landlords from 1 April 2024.

Hackney HC received 10 Stage 1 complaints during the 2025/26 financial year between 1 April 2025 and 31 March 2026. As a small housing co-operative, this is not unexpected. Three complaints were escalated to Stage 2. Based on 86 homes, Hackney HC recorded approximately 116 Stage 1 complaints per 1,000 homes, compared with the reported average of 78.5 complaints per 1,000 homes for registered providers in London.

Trends and Learning from Complaints

Property condition featured in most complaints received and was often accompanied by concerns regarding communication or decision-making. Occupancy rights, moving to a property, and staff conduct also featured as complaint themes.

Most complaints were responded to within target timescales, with several requiring agreed extensions to allow additional investigation and consideration. One complaint exceeded the extended response timeframe.

There was a mixture of upheld and not upheld complaints. The complaints process demonstrated that residents value clear explanations of decisions, timely communication and transparent information regarding responsibilities, policies and procedures.

Learning from complaints during the year focused on improving communication with residents, strengthening record-keeping, ensuring updates are provided throughout investigations, and reviewing procedures where recurring questions arise.

MANAGEMENT COMMITTEE RESPONSE

Hackney Housing Co-operative updated its complaints policy, for consumer complaints from residents living in homes owned by Hackney HC and managed by Co-op Homes, in November 2024 to meet the requirements of the Housing Ombudsman Complaint Handling Code 2024.

The Management Committee has received:

- the 2026 annual complaints performance and service improvement report (reporting on complaints received between 1 April 2025 and 31 March 2026) for residents living in homes owned by Hackney HC and managed by CHS.
- a self-assessment against the 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 considered and approved the annual self-assessment that Hackney HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

The Management Committee reviewed the complaints received during the year and considered the key themes and learning arising from them. Particular attention was given to opportunities to improve communication and complaint handling.