

PARK HILL HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

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

The Management Committee has received:

- the 2025 annual complaints performance and service improvement report (reporting on complaints received between 1 January and 30 December 2025) for residents living in homes owned by Park Hill HC and managed by CHS.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Management Committee has a Member Responsible for Complaints (MRC), the Chair, 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 Park Hill HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Park Hill HC will not receive enough complaints to learn from trends, but the Management Committee considers any individual complaint received to learn lessons from it.