

LOGLIFE HOUSING CO-OPERATIVE

24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Longlife Housing Co-operative (LHC) owns 64 homes, all of which are social housing. LHC outsources service delivery of repairs and maintenance to a repairs agent - Home from Home. LHC also outsources service delivery of housing management, gas servicing, finance, and governance 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 LHC at office@longlife.org.uk or through alternative channels. LHC will investigate and respond to complaints about the service.

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.

Longlife did not receive any consumer complaints during its 2024/2025 financial year. As a small housing co-operative, this is not unexpected.