

CHIPPENHAM HOUSING CO-OPERATIVE

2024 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Chippenham Housing Co-operative (HC) owns 12 homes, all of which are social housing. Chippenham HC outsources service delivery of housing management and rent collection to a managing agent Co-op Homes (South) Limited (CHS). Chippenham HC manages its own services related to financial approvals, and property condition, including building health and safety requirements.

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 outlined in the complaints policy. CHS will investigate and respond to complaints about their service, and Chippenham HC's complaints officer will receive recommendations from CHS and respond to complaints about Management Committee (MC) actions and property conditions.

This is the first 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

Chippenham did not receive any complaints during its 2024 financial year - between 1 February 2024 and 31 January 2025. As a small housing co-operative, this is not unexpected.