

SENACRE HOUSING CO-OPERATIVE

24/25 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

FOR COMPLAINTS RECEIVED BY CO-OP HOMES (SOUTH) LIMITED

Senacre Housing Co-operative (HC) owns 77 homes, all of which are social housing. Senacre HC outsources delivery of housing management, rent, finance and administration to a managing agent Co-op Homes (South) Limited (CHS) and outsources repairs services.

Any member of the co-op or other stakeholder who has a consumer complaint about housing management, rent, finance or administration services can make a complaint to CHS at homes@coophomes.coop or through alternative channels. CHS will investigate and respond to complaints about their service.

This is the second annual complaints report from CHS to Senacre Management Committee in accordance with the Housing Ombudsman's new complaint handling code, which became mandatory for all social landlords from 1 April 2024

CHS received no complaints during its 2024/2025 financial year about services the services it delivers to the members of Senacre HC.

As a small housing co-operative, it is not unexpected for the landlord to receive none or a very low number of complaints