

QUADRANT BROWNSWOOD TENANT CO-OPERATIVE HOUSING CO-OPERATIVE

2025/26 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Quadrant Brownswood Tenant Co-operative Housing Co-operative owns 136 homes, all of which are social housing. Quadrant Brownswood Tenant Co-operative 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 Quadrant Brownswood Tenant Co-operative 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.

Quadrant Brownswood Tenant Co-operative HC received 22 complaints during 2025/26 financial year between 1 April 2025 and 31 March 2026. Six were escalated to Stage 2 for further review. This equates to approximately 161.8 stage 1 complaints per 1,000 homes, compared with the London registered provider average of 78.5 complaints per 1,000 homes. The volume is above average due to multiple complaints from one repeat complainer.

Complaints concerning property condition and communication around services accounted for the majority of customer dissatisfaction reported during the year. Other recurring themes included staff conduct, information management, occupancy rights, antisocial behaviour and service charges.

Complaint handling performance was generally positive. Eighteen complaints were completed within published target timescales, including cases where an agreed extension of time was required. Five complaints required formal extensions and one completed complaint exceeded its target timescale.

Of completed Stage 1 complaints, seven were upheld, three were partially upheld and seven were not upheld. Learning from upheld and partially upheld complaints has highlighted the importance of clear communication with residents, improved record management, proactive management of repairs, and better expectation setting where investigations require additional time.

CHS and the Management Committee will continue to monitor repair-related complaints, strengthen information governance practices, review communication

standards, and use complaint outcomes to inform service improvements and staff development.

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MANAGEMENT COMMITTEE RESPONSE TO 2025/26 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Quadrant Brownswood Tenant Co-operative updated its complaints policy, for consumer complaints from residents living in homes owned by Quadrant Brownswood Tenant Co-operative 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 2025/26 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 Quadrant Brownswood Tenant Co-operative 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 Quadrant Brownswood Tenant Co-operative 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, service delivery and complaint handling.