

BRANDRAMS HOUSING CO-OPERATIVE

2024 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Brandrams Housing Co-operative (HC) owns 50 homes, all of which are social housing. Brandrams HC outsources service delivery 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 outlined in the complaints policy. CHS will investigate and respond to complaints about their service, and Brandrams HC's complaints officer will receive recommendations from CHS and respond to complaints about Management Committee (MC) actions.

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

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