MIDDLESEX HOUSING CO-OPERATIVE

2025-26 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Middlesex Housing Co-operative owned 29 homes in management in 25/26. MHC is a voluntary member of the Housing Ombudsman's Scheme. Middlesex Housing Co-operative HC 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 Middlesex Housing Co-operative HC's 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.

Middlesex Housing Co-operative HC received 4 complaints during 2025-26 financial year between 1 April 2025 and 31 March 2026. This is above the average number of complaints received by Private Registered Providers being equivalent to 137.9 Stage 1 complaints per 1,000 homes, compared with the reported average of 78.5 complaints per 1,000 homes in London.

Trends and Learning from Complaints

Three complaints related to property condition. One complaint related to information management.

Three complaints were responded to within the applicable timescales, one complaint was responded to one working day overdue. All complaints received a formal response.

Learning from complaints has highlighted the importance of timely communication, effective management of property condition issues, accurate information handling, and clear record keeping. Service improvements identified include strengthening oversight of repairs and health and safety matters and improving information management processes by the managing agent Coop Homes.

CHS and the Management Committee will continue to monitor complaint outcomes to oversee lessons learned are embedded into service delivery and governance arrangements.

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

Middlesex Housing Co-operative updated its complaints policy, for consumer complaints from residents living in homes owned by Middlesex Housing 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 Middlesex Housing Co-operative HC 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 Middlesex Housing Co-operative HC complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Middlesex Housing Co-operative HC will not receive enough complaints to learn from trends, but the Management Committee considers any individual complaint received to learn lessons from it.