

Somewhere Cooperative Housing Association

Governing body response to annual complaints performance and service improvement report 2025/26

September 2026

As a co-operative, Somewhere does not have a governing body. All decisions are taken by the members at the regular General Meetings.

We have received a single complaint in the 2025/2026 reporting year, which was responded to and resolved in line with our Complaints Policy and following the Housing Ombudsman's code.

The Complaints Policy has been uploaded onto the Co-op's website and applicants and members' attention is directed towards this. Should it be necessary, third parties will also be made aware of how to access the policy.

The Ordinary General Meeting has delegated the issue of compliance with the requirements of the Housing Ombudsman to the Compliance Sub Group. This has concluded that the co-operative is acting in compliance with the regulations.

We will continue to consider whether or not any improvements are required in the co-operative's processes and procedures when it handles complaints, including our commitment to developing a complaints logbook.

Rachel Tillotson
Honorary Secretary

Kenny Guppy
Honorary Treasurer

Trevor Houghton
Complaints Officer