

Somewhere Cooperative Housing Association

Annual complaints performance and service improvement report 2024/25

28th October 2025

Kenny Guppy

Voluntary Compliance Officer, Honorary Treasurer

Introduction

In my role as voluntary Compliance Officer, within the Compliance working group, I have been tasked with completing this year's self assessment. This statement details my findings, having scrutinised Somewhere Cooperative Housing Association's (hereafter to be described as 'the Coop') current complaints policy and comparing it to the Housing Ombudsman's Complaints Handling Code 2024.

Complaints handling performance 2024/25

The Coop has received no complaints for the year 2024/25.

As a small cooperative, we are working together for the good of the Coop, and in general we believe that tenant satisfaction is high due to our spirit of cooperation, fair rents, and personal investment in the success of the Coop.

However, this does not necessarily mean that tenants (hereafter to be described as 'members') do not have complaints or dissatisfaction with the service they receive from the Coop and its working groups within.

Following our submission to the Ombudsman for 2023/24, we have focused on creating a wider awareness of what constitutes a complaint, the distinction between a complaint and dissatisfaction, and how the Coop should deal with these concerns.

There is no assumption that our members have not experienced dissatisfaction or felt that they should make a complaint. However, we make reasonable attempts to resolve all issues at the first instance, considering that we are a very small Housing Association, where all of our members know each other and in many cases are neighbours.

Service improvements

My recommendations for service improvements next year are as follows:

1. To create a standardised complaints form, to be made easily accessible to members/tenants and third parties, likely through the website.
2. To develop a way of tracking dissatisfaction and complaints in a centralised location. Whether this takes the form of a spreadsheet or some software, we will look into.
3. To schedule an annual refresher for our members on both the complaints policy and the Ombudsman's requirements in detail.

Conclusion

As a small cooperative housing association of 22 members, with a housing stock of 9 properties, we don't expect to receive high volumes of complaints, or for all elements of the Code to be fully applicable to our unique situation.

We remain confident that, should we receive a complaint at present, we would treat it with due care and attention, in line with the expectations of the Ombudsman laid out in the Code.

I expect the Coop to implement the service improvements outlined above by the next financial year.