

# **ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT – 2025-26**

Homes for Change is a fully mutual housing Co-op and every member of a housing co-op is both a tenant and landlord as they own a share in the co-op.

## **1. Introduction**

This complaints report is for the period 2025 to 2026. It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

During the period, Complaints Group improved the way they keep track of complaints using a Complaints Diary available only to group members to provide an easy reference timeline and links to correspondence.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Committee to improve our services to residents.

## **2. Management Committee's Response**

Homes for Change Committee have reviewed and approved this years' Annual Complaints Report.

The Committee regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any necessary actions. We learn from them and use them in a positive way to deliver future service improvements.

## **3. Annual Self-Assessment**

A copy of our latest self-assessment is attached for information.

## **4. Complaints Handling Performance**

Period Stage 1 complaints Stage 2 complaints

January 2025- December 2025 - for this year we received 12 formal complaints from 13 residents living in Homes for Change.

- 00 complaints related to our repairs and maintenance service.
- 07 complaints related to anti-social behaviour issues (from 6 people)
- 01 complaints about governance (from 4 people)
- 03 complaints about noise
- 00 complaints about security
- 01 complaint about the café in Work for Change

## **Learning from complaints to improve services**

The majority of complaints were about anti-social behaviour, there were 3 complaints about our noise.

We will continue to ensure that all residents know how to access our Complaints Procedure and we have provided more information about this in Section 9.

## **5. Types of Complaints Received**

The majority of complaints received were anti-social behaviour complaints.

If we refuse to accept a complaint, we will always write to the resident and explain the reasons why in line with the Complaints Policy & Procedure.

Homes for Change is working towards a procedure to support management of ASB incidents.

## **6. Complaints Escalated to the Housing Ombudsman Service**

During this period no complaints were Escalated to the Ombudsman.

## **Conclusions:**

The complaints we received covered a few issues, but the common themes of dissatisfaction that we will attempt to resolve are:

- Anti-social behaviour
- Noise

The Committee are easy to contact via email and always reply to an email within 5 days. We're keen to know if we fall short and we're grateful for any feedback on our complaints process. Please let us know at [Committee@homesforchange.co.uk](mailto:Committee@homesforchange.co.uk)

## **7. Compliance with the Code**

We complied with the complaint handling code and had one Ombudsman intervention in 2025-26.

## **8. The Housing Ombudsman Service**

We endeavour to include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Email: [info@housingombudsman.org.uk](mailto:info@housingombudsman.org.uk)

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

## **9. Access to our Complaints Procedure**

We try to ensure that complaints are resolved at the first point of contact, via this email address: [complaints@homesforchange.co.uk](mailto:complaints@homesforchange.co.uk)

If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Procedure and self-assessment against the Code in the following way

Homes for Change website: <https://www.homesforchange.co.uk/2024/10/01/how-complaints-do-and-dont-work/#more-1091>

On receipt of a formal complaint, the Complaints Procedure will apply.

We direct new residents to our website where they can find the Complaints Procedure.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

