

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025

A REVIEW OF COMPLAINTS AT Southsea Self Help Housing Co-Operative 2025

During 1st January to 31st December 2025, we received 2 complaints from 2 members living in the **36** homes owned by Southsea Self Help Housing Co-Operative.

- 1 complaint related to our repairs and maintenance service.
- 1 complaint related to how we dealt with an issue at a meeting.

No complaints were escalated to Stage 2.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2025.

Learning from complaints to improve services

Issue	Learning point
Maintenance: 2 members complained about a low fence being erected between their property and next door. This had already been decided at a committee meeting but the 2 members felt the fencing went against co-operative principles.	The decision to erect low fences in the communal areas behind 4 properties (4 family houses with 2 communal rear courtyards) had been discussed and voted on by committee members before the complaint was raised. All members had the opportunity to speak at the time.
Interruption at a Committee meeting: 1 member was speaking about participation in the co-operative and was interrupted by another member who was allowed to speak in preference to the interrupted member.	The Chair of the meeting did apologise to the member affected.

Conclusions:

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

- Not keeping members up to date
- Not replying to emails

We should be easy to contact via telephone on 023 9287 0050 and always reply to an email within 24 hours. 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 our office address at 57 Lucknow Street, Portsmouth, PO1 1PT.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

At the Management Meeting on Monday 20th April 2026 the Board will receive:

- the 2025 annual complaints performance and service improvement report for members living in homes owned and managed by Southsea Self Help Housing Co-Operative.
- An update to the complaints policy for members living in homes owned and managed by Southsea Self Help Housing Co-Operative to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2025

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of Southsea Self Help Housing Co-Operative complaints system. The MRC and the Board have considered and approved the self-assessment that the Co-operative complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Southsea Self Help Housing Co-Operative adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that Southsea Self Help Housing Co-Operative are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 2025. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of Southsea Self Help Housing Co-Operative's values is 'we learn'. As a co-operative owning and managing 36 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, Southsea Self Help Housing Co-Operative does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 2025. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 2025.