NORTH CAMDEN HOUSING COOPERATIVE

2025/26 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

This report provides information on the number of complaints managed by NORTH CAMDEN HOUSING COOP (NCHC) during 25/26 and the response times against policy. This report also sets out what NCHC has learned.

NCHC owns 106 homes, all of which are social housing.

Over the course of 2025/26 we received two complaints from members living in an NCHC home.

One complaint was related to our allocations policy and the other was the management of major works to their home.

The complaint was not referred to or investigated by the Housing Ombudsman Service 2025/26.

	Stage 1	Stage 2	Referred By Ombudsman
Volume	2	0	0
Total	2	0	0

1. Complaint

A member complained that NCHC had failed to properly consider a request for a priority transfer and had not addressed concerns regarding the suitability of their current accommodation.

Stage 1 Complaint

The complaint was investigated, and a written response was issued on 6 August 2025. The investigation found that the member had been assessed in accordance with the Allocations Policy and placed on the waiting list for a suitable property. Concerns regarding flooding to the communal staircase were also investigated and appropriate action had been taken.

Outcome

The complaint was not upheld. The investigation concluded that the Co-op had acted in accordance with its Allocations Policy and had responded appropriately to the concerns raised. No further action was required. The complaint did not progress beyond Stage 1.

Learning Points

1. Ensure complaints relating to housing management decisions are investigated and responded to clearly and promptly.
2. Continue to provide clear information on transfer criteria and available housing options.
3. Encourage members to provide supporting evidence where housing or medical needs may affect their housing circumstances.

Conclusion

• The complaint related to a priority transfer request and the suitability of the member's current accommodation.

• The investigation found that the Co-op had followed its policies and procedures when assessing the transfer request.

• The complaint was not upheld and did not progress beyond Stage 1.

2. Complaint

A member complained about the management of major structural works to their home, citing disruption, communication failures, health and safety concerns, and the impact the works were having on their living conditions.

Stage 1 Complaint

The complaint was investigated and a written response issued on 22 September 2025. NCHC acknowledged that communication with the member could have been better and apologised for this. The member was offered temporary alternative accommodation and a rent waiver whilst the works were ongoing.

The complaint was partially upheld due to shortcomings in communication during the project. The member was advised of their right to request a review; however, no additional evidence was provided, and the complaint did not progress beyond Stage 1 during the reporting period.

Learning Points

1. Maintain regular communication with residents during major works projects.
2. Ensure residents are kept informed of changes to work programmes and project timescales

Conclusion

• The complaint related to the management of major structural works and communication with the resident.

• The complaint was partially upheld, and improvements to communication procedures were identified.

• The complaint did not progress beyond Stage 1 during the reporting period

The Management Committee (MC) has reviewed the following documents:

1. The 2025/26 Annual Complaints Performance and Service Improvement Report.
2. Notification from the Housing Ombudsman regarding complaints.
3. NCHC Self-Assessment.
4. The Complaints Policy.

The MC supports the Complaints Policy, which aligns with the Housing Ombudsman Code of Conduct and recognises the importance of distinguishing service requests from complaints.

The MC notes that, following the reporting period, NCHC appointed an Asset Project Manager to strengthen oversight of major works, planned maintenance and contractor performance. Whilst this appointment falls outside the period covered by this report, the MC considers it a positive step that will support improved project management, communication and service delivery in future years.

The MC believes that the actions outlined in this report will contribute to continuous improvement and help ensure that NCHC continues to meet the expectations of both its members and the Housing Ombudsman Service.

The MC approves the publication of this report and remains committed to maintaining high standards of complaint handling, transparency and accountability.

The MC acknowledges that this report reflects data from 2025/26 and appreciates that any improvements are aimed at addressing past performance.