

# Pearman Street Co-operative Limited

## Complaints Performance and Service Improvement Report (August 2025)

### 1. Introduction

1.1 This report provides our tenant-members with information about complaints Pearman Street Co-operative Limited received between April 2024 and March 2025.

1.2 We work hard to ensure that we deliver a high quality service, but we know that we don't always get things right and when we don't, we will acknowledge this, apologise and attempt to resolve the issue that has been brought to our attention.

### 2. Annual Self-Assessment

2.1 As a social housing landlord, we are required to carry out a self-assessment each year to ensure that we are meeting the Complaints Code . Please find attached this years self-assessment at Appendix 1 to this report.

### 3. Complaints Handling Performance

Period	Stage One	Stage Two	Escalated to the Housing Ombudsman
April 2024 – March 2025	1	1	1

3.1 During the period, we received **one** complaint from the same member at each stage as highlighted in the table above. The complaint related to:

- ❖ Conduct of management committee members and managing agent.
- ❖ Adaptations to the tenants' kitchen and bathroom.
- ❖ Transparency of costs for adaptations.

### 4. Compliance with the Code

4.1 Throughout 2024-25, we have complied with the complaint handling code and had no intervention from the Housing Ombudsman.

## 5. Management Committee's Response

5.1 Pearman Street Co-operative Limited have reviewed and approved this years annual complaints report.

## 6. Learning and Service Improvement

6.1 Of the complaints reported at section 3 of this report, the number of members not satisfied with the response at stage one of the complaints procedure and asked for it to be progressed to stage two was **one**.

6.2 Of the complaints that were escalated to stage two, **one** was referred to, or investigated by the Housing Ombudsman.

### 6.3 Learning from the complaints received

6.4 The table below shows the changes and improvements to our service delivery as a result of the complaints received.

Issue	What we changed / learnt
Adaptations to the tenants' kitchen and bathroom.	<p>We previously managed the maintenance in-house, and as the management committee are all volunteers, we recognised that mistakes were made throughout the process.</p> <p>As a result of the complaint we have now outsourced our maintenance service to our managing agent where work is monitored daily.</p>
Conduct of the committee members and managing agent.	<p>We are considering options for training of the management committee.</p>
Responding to complaints.	<p>Our policy previously stated that the member responsible for complaints would respond to stage one complaints and the general meeting, or independent adjudicator would respond to stage two.</p> <p>In this case, the complaint was against the member responsible for complaints so this was outsourced to the Confederation of Co-operative Housing to investigate.</p> <p>The complainant did not want the general meeting to hear the second stage complaint</p>

	and we were left with nobody to respond as the complaint had been outsourced at stage one.
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	We have amended our complaints policy to take extenuating circumstances into account at each stage of the complaints process.
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## 7. Access to our Complaints Policy and Procedure

7.1 Even though we try to get things right first time, if we don't then we want to make it easy for you to make a formal complaint.

7.2 You can access our complaints policy and procedure, and our self-assessment against the Code in the following ways:

- ❖ Via our managing agents' website: [www.mbhousing.uk](http://www.mbhousing.uk)
- ❖ Request a copy via email to: [enquiries@mbhousing.uk](mailto:enquiries@mbhousing.uk)
- ❖ Request a copy via telephone: 020 3924 2810

## 8. The Housing Ombudsman Service

8.1 We actively encourage our tenant-members to utilise the Housing Ombudsman service, and you don't have to make a formal complaint to us before you seek their advice.

8.2 You can contact the Housing Ombudsman in the following ways:

Post: Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston PR2 0ET

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

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

Telephone: 0300 111 3000

## 9. Speak to us

9.1 If you have any questions about the self-assessment, or the complaints policy, speak to us.

9.2 The management committee welcomes your suggestions and comments as your views enable us to shape the services we deliver, so please call MB Housing Management on 020

3924 2810 or via email: [enquires@mbhousing.uk](mailto:enquires@mbhousing.uk) and they will feed everything back to us at our monthly committee meetings.