

Pearman Street Co-operative Limited

Complaints Performance and Service Improvement Report

30 March 2026

1. Introduction

1.1 This report provides our tenant-members with information about the complaints Pearman Street Co-operative Limited received during 2025. In our August 2025 report we documented that we had received one complaint between April 2024 and March 2025 that was progressed through each of the complaints categories.

1.2 In our last report dated August 2025, we did not record the number of complaints received in the whole of 2025, therefore, we are documenting this in section 3 of this report for your information.

1.3 In September 2025 we received the outcome from the Housing Ombudsman enquiry for the complaint that had progressed from stage two. The lessons learned from this are detailed at 6.3 of this report.

1.4 We work hard as a landlord 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 Housing Ombudsmans' complaints handling code. Please find attached this year's 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 (included in the August 2025 report)	1	1	1
April 2025 to December 2025	0	0	0

3.1 During the period April to December 2025 we did not receive any new formal complaints which means that we have nothing to report on.

3.2 We did receive the Housing Ombudsman enquiry outcome in September 2025 for the complaint that was escalated previously as detailed in line one of the table above.

4. Compliance with the Code

4.1 Throughout 2025 we are pleased to announce that we have complied with the complaints handling code and had no intervention from the Housing Ombudsman for this.

5. Management Committee's Response

5.1 The management committee have reviewed and approved this years annual complaints self-assessment against the complaints handling code and the report we have received from the Member Responsible for Complaints (MRC).

6. Learning and Service Improvement

6.1 The table below shows the changes and improvements to our service delivery following the outcome of the Housing Ombudsman enquiry received.

Issue	What we changed / learnt
There were failings identified in the Complaints and Code of Conduct policies in cases where complaints were made against committee members and external contractors (in this instance the managing agent).	In November 2025 we updated our Code of Conduct Policy to include a process for how complaints against committee members and external contractors are investigated.
There was a lack of clear process for addressing complaints made against committee members or external contractors,	We have linked our Complaints policy to our Code of Conduct policy to make it easier for tenants to understand how their complaint will be investigated. We put forward our recommendations to the wider membership that all future complaints against management committee members and external contractors be investigated in line with our Code of Conduct rather than our Rules which are there to govern the business of the Co-operative.

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 – go to clients / Pearman Street Co-operative Limited
- ❖ Request a copy via email to: 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

Telephone: 0300 111 3000

9. Speak to us

9.1 If you have any questions about the self-assessment, or the complaints policy, please do come and 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 and they will feed everything back to us at our monthly committee meetings.