

Lewisham Family Co-operative Association Limited

Complaints Performance and Service Improvement Report

25 August 2026

1. Introduction

1.1 This report provides our tenant-members with information about the complaints Lewisham Family Co-operative Association Limited received between April 2025 and March 2026.

1.2 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 years self-assessment at Appendix 1 to this report.

3. Complaints Handling Performance

Period	Stage One	Stage Two	Escalated to the Housing Ombudsman
April 25 to March 26	1	0	0

3.1 During the period April 2025 to March 2026 we received one formal complaint in respect of an appeal against a letting where the applicant was unsuccessful.

3.2 The housing applicant asked for clarification that the Lettings Officer scored their circumstances at the interview based on the medical information they provided in addition to the length of time that the applicant had been on the waiting list.

3.3 The outcome of the appeal demonstrated that the information provided by the applicant had been considered and pointed appropriately.

4. Compliance with the Code

4.1 Throughout 2025 / 2026, 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
Complaints policy did not meet the Code in it's entirety.	We have adopted our managing agents' updated complaints policy template to ensure that we meet all elements of the Code. We have communicated this with our members and believe that the new complaints process will make it easier for our members to tell us when they are not happy.

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.