



Ross Walk Housing Co-operative

Annual Complaint Handling Code Self-Assessment 2023/24

Governing Body's Response

Our self-assessment reflects the Co-operative's ongoing work to improve services, which is driven by the committee and the managing agent and specifically the Coops team.

It is pleasing to note that no complaints were escalated to stage 2. We also note in the detailed report that there are a higher number of complaints related to property maintenance. As a result, during the year the committee have been focusing on the repairs contract with DLO and have sought assurances through regular quarterly meetings on performance and managing expectations and an overall reduction in complaints as well as measuring tenant satisfaction when repairs are carried out.

Publication of the independent housing ombudsman self-assessment and the complaints policy as well as the governing body's response on the website of the cooperative is seen as a good position in order to publicise the information to all customers in an open welcoming way of attracting complaints as a means of better performance by the cooperative and its managing agent.

A handwritten signature in black ink, appearing to read 'Kishor Jadavji'.

Mr Kishor Jadavji
On Behalf Of Ross Walk Housing Co-operative Management Committee

Dated; 20 July 2024