

WELLINGTON MILLS HOUSING CO-OP, 24 MEAD ROW, LONDON, SE1 7JG

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT
REPORT 24-25

A REVIEW OF COMPLAINTS AT **WELLINGTON MILLS HOUSING CO-OP** IN 2024-
2025

INTRODUCTION

Wellington Mills Housing Co-op manages 138 properties of mixed tenure. The estate office is located on the estate it manages and provides Estate cleaning, grounds maintenance and repair services to its residents. The office is open on Monday to Friday, from 9:00am to 5:00pm to residents, who can walk in within these hours to make a complaint or a service request.

COMPLAINTS RECEIVED

In the financial year 2024 to 2025 the office received twenty-one complaints from six residents. This indicates a low percentage (0.7%) of resident dissatisfied.

All the complaints related to household noise and neighbourly disputes. None of these complaints were escalated to stage 2 or to the ombudsman.

Complaints included issues such as washing machines being used late at night, noise from falling items, nuisance pets and children shouting late at night.

LESSONS LEARNT

Lessons learnt from complaints which will be used in service improvement include:

- **BETTER COMMUNICATION** - There are times where a complaint is being dealt with a complaint kept informed, but with limited information due to data protection. Where a resident is asking for more information than can be disclosed, we will improve our communication for them not to feel ignored.
- **USE OF MULTI-AGENCY-** To ensure that complaints about vulnerable residents are resolved quickly, we will engage in early joint agency approach to avoid delays in getting them help/support where needed and facilitate quicker resolution to a complaint.
- **STAFF TRAINING** – We will ensure new staff members are trained on the complaint processes. This will help to ensure the correct logging of complaints and updating when a complaint is resolved to ensure better monitoring and avoid duplication of information.
- **TENANCY CONDITION REMINDERS** - To keep reminding residents of their tenancy conditions and our 'tenants' code of conduct', a guideline on what can be

done and can't during certain hours of the day as well as repercussion for breaching tenancy agreements.

- **USE OF MEDIATION-** In situations where it becomes obvious that neighbours are not getting on well due to a clash in personality, we will employ the use of mediation as letters and office interviews don't often work in these situations. This will help in getting quicker resolution to any such complaint.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **5th December 2025** the Board received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by **Wellington Mills Housing Co-Op**
- An update to the complaints policy for residents living in homes owned and managed by **Wellington Mills Housing Co-Op** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of the **Wellington Mills Housing Co-Op** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **Wellington Mills Housing Co-Op** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **Wellington Mills Housing Co-Op** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 24/25. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **Wellington Mills Housing Co-Op** values is 'we learn'. As a small provider managing 60 tenanted homes (and providing estate services to the occupants of 77 leasehold properties) the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, **Wellington Mills Housing Co-Op** does not have sufficient complaints to learn from trends. However, our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 24/25. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.