ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 1st APRIL 2025 – 31st MARCH 2026

A REVIEW OF COMPLAINTS AT **WELLINGTON MILLS HOUSING CO-OP** IN 2025-2026

During the period of 2025 to 2026 we received eleven complaints from five residents living on the Wellington Mills Estate owned by Lambeth Council and managed by Wellington Mills Housing Co-op.

• Three complaints related to household noise

• One related overgrown garden, that had become a nuisance.

• Three complaints related to nuisance pets

• Four was on ASB, relating to night activities on the estate and some residents

In 1**.0**% of these cases, was escalated to stage 2, as the complainant was not happy with actions taken at the stage one level by Wellington Mills Housing Co-op to resolve the issue, which was still ongoing.

Outcomes at Stage 2 : In line with our complaint and the Lambeth's Council's complaint polity, the resident escalated the complaint to the Landlord, Lambeth Council. A joint agency meeting was carried out and recommendations made on the best way to mitigate the situation. The recommendations have been followed through by Wellington Mills and the situation is being monitored.

None of the complaints were referred to the Housing Ombudsman Service in 2025-2026.

Learning from complaints to improve services

Issue	Learning point
Most complaints were do to with household noise and nuisance pets	We learnt the necessity to be innovative and to come up with ideas on organising more resident events to bring them together, and to create oneness and tolerance of one another, as well as the ability for residents to be able to approach each other about simple issues without causing antagonism. With regards to the issue of pets nuisance, it became obvious that not everyone is into pets, so there was a need to keep record

	of pet owners on the estate and to keep them informed on a regular basis on the need to be responsible pet owners.
ASB on the estate at night	We saw a need to foster a closer relationship and work with the local police responsibility for safe neighbourhood, and also to appeal for their support, by increasing their nightly patrols on the estate, as a deterrent. We also saw a need to be more aware of ASB activities within the vicinity (around the estate) by subscribing to the Metropolitan police neighbourhood alert site, to receive regular communication on anti-social behaviours and actions taken by the police within the local area.

Conclusions:

We are using our resident engagement avenues, such as Residents WhatApp group, notice boards, quarterly newsletters and notices, more robustly to keep residents informed and educated on ongoings on the estate, reminding them of residents codes of conduct, as well as inviting them to be a part of the residents and estate improvement group.

The WhatsApp group is also a quick way of drawing the estate office's attention to communal issues so that they can be dealt with within a short time. It's also an avenue for residents to chat about issues of concern regarding the estate, get to know their neighbours' and build a community spirit, which helps to minimise complaints.

As an office we have taken the above action to ensure that our residents feel listened to and their importance in promoting service improvement

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

On Monday, 17th August 2026, the Board received:

• the 25/26 annual complaints performance and service improvement report for residents living on Wellington Mills Estate, owned by Lambeth Council and managed by **Wellington Mills Housing Co-operative**

• In 2025, we updated our complaints policy, in line with Lambeth Council's complaint policy, 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, has been done for the year 1st April 2025 to 31st March 2026.

In line with the Ombudsman requirement:

The Board has a Member Responsible for Complaints who provides additional assurance to the Board on the effectiveness of **Wellington Mills Housing Co-op's** complaints system. Also, the member responsible for complaints and the management board have considered and approved the self-assessment.

As the member responsible for complaints , I have carried out my role in line with the Ombudsman's requirement by ensuring that:

- I champion a positive and inclusive complaint handling culture
- management board is assured of staff's compliance to the Wellington Mills Housing Co-op's compliant policy, during our monthly management committee meetings
- I ensure that complaints are being managed effectively and is a learning curve for the office staff, that goes into service improvements. This is done by ensuring take every complaint seriously and on its own merit, without generalising issues or discrimination
- That residents are heard and assured that their opinions matter. Residents opinion are not only gathered from complaints but also through surveys, AGM and GM and from the use of a resident WhatsAppp group.

Also, as a Tenant management Organisation, we have not only been set performance targets, but on a monthly basis, our performance in complaint handling is monitored by the Landlord of the properties we manage (Lambeth Council) to ensure that we act in compliance to their complaint Policy and the Ombudsman's regulations.