2025/26 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

This report provides information on the number of complaints managed by ISLINGTON COMMUNITY HOUSING COOP (ICHC) during 25/26 and the response times against policy. This report also sets out what ICHC has learned.

ICHC owns 104 homes, all of which are social housing.

Over the course of 2025/26 we received one complaint from a member living in an ICHC home.

The complaint was related to how we dealt with enforcing the terms of the conditions of tenancy.

The complaint was not referred to or investigated by the Housing Ombudsman Service 2025/26.

| | Stage 1 | Stage 2 | Referred By Ombudsman |
|---|---|---|---|
| Volume | 1 | 1 | 0 |
| Total | 1 | 1 | 0 |

A member complained that the Co-op had failed to enforce tenancy conditions relating to floor coverings in a neighbouring property, resulting in noise disturbance.

**Stage 1 Complaint**

The complaint was investigated, and a Stage 1 response was issued on 5 August 2025. Following an inspection, the floor coverings were initially considered acceptable.

**Stage 2 Complaint**

The complaint was escalated to Stage 2. A Complaints Panel hearing was held on 1 December 2025 and, following consideration of further evidence, the complaint was upheld. The complainant was notified of the outcome on 13 January 2026.

**Outcome**

The complaint was upheld. The neighbouring resident was required to install suitable floor coverings in accordance with the tenancy agreement and subsequently complied.

Learning Points

1. A review of this complaint highlighted the importance of investigating reported breaches of tenancy conditions promptly and taking appropriate action where evidence supports the complaint.

2. Delays in obtaining access to properties can impact complaint response times. Where access is required to investigate a complaint, progress should be actively monitored and complainants kept informed of any delays.

3. The Co-op will continue to ensure that tenancy conditions are applied consistently and that members are made aware of their responsibilities regarding floor coverings and potential noise nuisance.

Conclusion

- The complaint related to the Co-op's handling of reports that a neighbouring property was not complying with tenancy requirements regarding floor coverings.
- Following investigation, the complaint was upheld as the floor coverings were found not to be of a suitable standard.
- The Co-op took action to enforce the tenancy conditions and required the resident to install appropriate floor coverings.
- Suitable floor coverings have now been fitted, and the matter has been resolved.

**The Management Committee (MC) has reviewed the following documents:**

1. The 2025/26 Annual Complaints Performance and Service Improvement Report.
2. Notification from the Housing Ombudsman regarding complaints.
3. ICHC Self-Assessment.
4. The Complaints Policy.

The MC supports the updated Complaints Policy, which aligns with the Housing Ombudsman Code of Conduct and recognises the importance of distinguishing service requests from complaints.

Quarterly complaints reports will be submitted to the MC.

The MC acknowledges that this report reflects data from 2025/26 and appreciates that any improvements are aimed at addressing past performance.

JH