

ABEONA HOUSING CO-OPERATIVE

MANAGEMENT COMMITTEE RESPONSE TO 2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

The Management Committee has received:

- the 2025 annual complaints performance and service improvement report (reporting on complaints received between 1 January and 31 December 2025) for residents living in homes owned by Abeona HC and managed by Coop Homes South (CHS).
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2025

The Management Committee has a Member Responsible for Complaints (MRC), the Secretary or other nominated member, who provides assurance to the Committee on the effectiveness of complaints handling. The MRC and the Committee have updated its complaint policy and considered and approved the self-assessment that Abeona complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Given our size, Abeona HC will not receive enough complaints to learn from trends, but the Management Committee would consider any complaint received to learn lessons from it.