

ABEONA HOUSING CO-OPERATIVE

2025 ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Abeona Housing Co-operative (HC) owns 48 homes, all of which are social housing. During 2025 Abeona HC outsourced some areas of service delivery to a managing agent Co-op Homes (South) Limited (CHS).

Any member of the Co-op or other stakeholder who has a consumer complaint about the landlord service could make a complaint to CHS at homes@coophomes.coop or through alternative channels outlined in the complaints policy. CHS would investigate and respond to complaints about their service, and Abeona HC's complaints officer would receive recommendations from CHS and respond to complaints about Management Committee (MC) actions.

This is Abeona HC's second annual complaints report in accordance with the Housing Ombudsman's new complaint handling code, which became mandatory for all social landlords from 1 April 2024

Abeona received one complaint in 2025 year - between 1 January and 31 December 2025. The complaint concerned property condition. As a small housing co-operative, this small number of complaints is not unexpected.