

Finsbury Park Housing Co-operative Ltd. (FPHC)

Annual Landlord's Complaints Performance and Service Improvement Report

April 2025- April 2026

Introduction:

Purpose: The Annual Landlord's Complaints Performance and Service Improvement Report reviews the performance in handling complaints and outlines any service improvements as a result of learning from the complaints received and dealt with. This report complies with the Ombudsman Complaints Handling Code of April 2024.

This report covers the period from April 2025 to April 2026.

Summary:

In the period from April 2025 to April 2026, the FPHC Complaints and Mediation Team received two complaints. One of these complaints was about safety measures to be carried out at a property but not wanted by that tenant, and the other complaint queried the Management's handling of an issue. Both complaints were raised before they reached the Complaints Team, and, following a review of the complaints, were passed on to a management agency employed by FPHC for reasons outlined below.

Complaint Handling Performance:

Two complaints were received in the period that this report covers. One was a tenant's dissatisfaction with planned implementations of safety measures, and the other one a tenant's dissatisfaction with communication from the Management Committee (MC). In both cases, the Complaints Team responded in compliance with the Complaints Handling Code and the FPHC Complaints and Mediation Policy and Procedure.

The Complaints Team finds that with some type of complaints, for example dissatisfaction with the perceived way of handling an issue, a satisfactory resolution for all parties may be difficult to achieve and be hindered or delayed by miscommunication or assumptions based on longstanding disputes between members of FPHC.

Case Study

One Tenant made a complaint to the management agency which FPHC has employed to deal with various areas of management on behalf of FPHC. This tenant expressed dissatisfaction

with safety measures and planned work to be carried out at their property and complained about the way access requests were communicated. The complaint was passed on to the FPHC Complaints Team who reviewed the complaint according to the FPHC Complaints and Mediation Policy and Procedure. As the planned works the Tenant referred to related to mandatory safety measures as part of an ongoing process of assessments for Electrical Installation Condition Reports (EICR) and possible necessary work to comply with mandatory safety measures at all FPHC properties, the Complaints Team felt that this complaint fell outside their remit. The Complaints Team, therefore, suggested that the management agency employed by FPHC was better suited to resolve this complaint.

Learning and Improvements

FPHC meet regularly every Tuesday, and all members are welcome. Here tenants can take the opportunity to raise and discuss issues. If issues cannot be resolved in discussion at these meetings and are then addressed to the Complaints Team, the Complaints Team follows the processes outlined in the FPHC Complaints and Mediation Policy and Procedure.

The Complaints Team reviews the FPHC Complaints and Mediation Policy and Procedure on a regular basis. We make suggestions for changes based on learning from complaints made and also in line with updates in the Ombudsman's Complaint Handling Code. Changes made are designed to make our policy fairer and to simplify procedures. For example, as FPHC is a rather small co-operative, and it is likely that tenants know each other very well, it is not easy to find a neutral panel of volunteers for the Appeal Stage of the Complaints procedure. To avoid conflict of interest, we are now involving more independent panel members from outside the FPHC membership.

This year, two complaints were made that were outside the Complaints Team's remit and had to be passed on to a management agency who dealt with the complaints following the FPHC Complaints and Mediation Policy and Procedure. Although the possibility to engage outside mediation is already mentioned in the FPHC policy, the Complaints Team will, at the next review, add further clarification regarding this step.

Tenant Engagement

When we review the Complaints Policy, suggestions for improvement are sent to all members and presented in detail at a Tuesday MC meeting, where everyone can participate in the discussion and approval process of changes to be made to the policy.

Action Plan

Improvements are regularly implemented at the annual review of the Complaints and Mediation Policy and Procedure. At the next review, suggestions will be made regarding complaints that fall outside the Complaints Team's remit.

All FPHC members, including the members of the FPHC Complaints and Mediation Team are volunteers, not paid staff, and we make the best effort to handle any complaints in a fair manner, complying with the FPHC Complaints and Mediation Policy and Procedure and the Housing Ombudsman's Complaint Handling Code.

Any specific training regarding complaint handling would be welcome and will be funded by FPHC.

FPHC Complaints and Mediation Team, 27/6/2026