

This report is public	
Housing Management Complaints Report	
Committee	Audit and Governance
Date of Committee	22 July 2026
Portfolio Holder presenting the report	Councillor Ian Middleton - Portfolio Holder for Housing and Greener Communities
Date Portfolio Holder agreed report	8 July 2026
Report of	Assistant Director Wellbeing and Housing – Nicola Riley

Purpose of report

To provide the Committee with an annual report relating to housing complaints performance, in accordance with the Housing Ombudsman's Complaints Handling Code.

1. Recommendations

The Audit and Governance Committee resolves:

- 1.1 To note the content of the report and appendices. The appendices, including the Complaints Handling Code self-assessment, will be published on the Council's website and will form the basis of the Council's return to the Housing Ombudsman for 2025-26.

2. Executive Summary

- 2.1 As part of meeting our statutory duties in relation to our stock holding and as part of new regulatory frameworks, the Council is required to produce and publish a report that outlines its complaint handling and compliance with the Housing Ombudsman's Complaint Handling Code every year. This relates to complaints that the Council receive as a landlord and that relate to its landlord functions.
- 2.2 Complaints that relate to other areas of the Council and do not relate to the discharge of our landlord functions for our housing stock are not within the scope of the report.

Implications & Impact Assessments

Implications	Commentary
Finance	This report does not have any direct financial implications. Kelly Wheeler, Finance Business Partner, 22 June 2026

Legal	The legal framework relating to housing complaints performance and improvement is set out in the main body of this report. There are no additional legal implications arising from the report. Denzil – John Turbervill, Head of Legal Services. 24th June 2025.		
Risk Management	There are no risk implications arising directly from this report. However, this report is a necessary action that mitigates the risk of not complying with the corresponding legislation. Celia Prado-Teeling, Performance Team Leader, 22nd June 2026		
Impact Assessments	Positive	Neutral	Commentary
Equality Impact		x	Not applicable
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x	
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x	
Climate & Environmental Impact		x	
ICT & Digital Impact		x	
Data Impact		x	
Procurement & subsidy		x	
Council Priorities	Quality Housing and Place Making		
Human Resources	Not applicable		
Property	Not applicable		
Consultation & Engagement	None		

Supporting Information

3. Background

- 3.1 The Council has a small stock holding of 245 units. 99 of these are held within shared ownership, where the Council has fewer responsibilities as a landlord as the shared owner has responsibilities for the upkeep and repair of their home. The rest of the portfolio is made up of rented property. It is a mix of general needs accommodation, supported accommodation and temporary accommodation for homeless households.
- 3.2 The Housing Ombudsman's Complaint Handling Code came into effect in April 2024 in conjunction with the wider Social Housing (Regulation) Act 2023. It empowered the Ombudsman to issue a code of practice that landlords should have in place for considering complaints. It also places a duty on the Ombudsman to monitor compliance with the code. The code outlined definitions of complaints, timescales that they should be handled within and how they should be handled. It also advises that the Council must report on compliance with the code to its appropriate governing body or committee and complete a self-assessment form annually. It must also publish outcomes on its website.

4. Details

- 4.1 Appendix 1 shows the complaints received within 2026-26 that are within the scope of the Housing Ombudsman and the Council's performance against the code. It includes the required self-assessment, within Appendix 2.

5. Alternative Options and Reasons for Rejection

- 5.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: Not to produce and publish a report.

It is a regulatory requirement to produce a report and report our performance in these areas as part of the legislation that is outlined within the report. This is therefore rejected.

6. Conclusion and Reasons for Recommendations

- 6.1 The report provides members with information regarding complaints performance within the scope of the Housing Ombudsman. It is a requirement within social housing regulation to report and publish our performance.

Decision Information

Key Decision	Not applicable
Subject to Call in	No
If not, why not subject to call in	Not applicable
Ward(s) Affected	All wards

Document Information

Appendices	
Appendix 1	Housing Complaint Performance Annual Report
Appendix 2	Housing Ombudsman Complaint Handling Code Self-Assessment
Background Papers	None
Reference Papers	None
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Corporate Director Approval (unless Corporate Director or Statutory Officer report)	Kristian Aspinall, Executive Director – Neighbourhood Services, 24 th June 2026.