

Governing Body Response

The Safer Neighbourhoods and Active Communities Scrutiny Board, at its meeting on 4 September 2025, considered the Housing Complaints Annual Report. Board Members understood that the Housing Ombudsman Service required landlords to produce an annual complaints, performance, and service improvement report for both scrutiny and challenge.

As Vice- Chair of the above Board, whilst the performance of the Council's housing function does require improvement, I can confirm that the report contents were scrutinised, and I am confident that it is an accurate reflection of the Council's position as a landlord.

I am pleased that officers have engaged with ourselves in a manner which has been transparent and forthcoming. In particular, I am grateful that the Cabinet Member for Housing has undertaken to provide regular updates on housing repairs and complaints data to both ourselves and the Tenant and Leaseholder Scrutiny Group on an ongoing basis.

I look forward to supporting the Housing directorate to continue to improve its performance as it moves forward on its improvement journey.

Councillor Tirath Dhatt

Vice- Chair of the Safer Neighbourhoods and Active Communities Scrutiny Board

