

APPENDIX C POLICY & PERFORMANCE SCRUTINY PANEL

Thursday, 11 June 2026

HOUSING LANDLORD SERVICES ANNUAL COMPLAINTS PERFORMANCE & IMPROVEMENT REPORT 2025/26

Report of the Head of Housing Landlord Services

Introduction

1. This report provides information on the annual complaint's performance for the Housing Landlord Service during 2025/26 (1 April 2025 to 31 March 2026).
2. During this reporting period, the Council has 12 units of social housing that fall under the jurisdiction of the Housing Ombudsman.
3. As a member of the Housing Ombudsman scheme the Council is obliged by law to follow the requirements of the Complaint Handling Code which became statutory on 1 April 2024. The code provides a set of standards for landlords to comply with regards to complaint handling, regardless of the size or type of landlord.

Self-Assessment

4. The Housing Ombudsman require landlords to complete an annual self-assessment. Our current self-assessment can be found in Appendix 1.
5. Our self-assessment has been updated to reflect changes made to the Council's Complaints Policy following a review by the Housing Ombudsman in March 2026. The assessment demonstrates adherence with the Code.
6. We will build on our complaint handling performance as the Housing Landlord Services continues to become established and our resident numbers increase.

Complaints Handling Performance

7. We are pleased to confirm that we received no formal complaints during 2025/26 meaning we have nothing to report on.

Period	Stage One Complaints	Stage Two Complaints
1 April 2025 – 31 March 2026	0	0

8. However, this does not mean we are complacent. We will continue to make our tenants aware of our Complaints Policy and how they can access this.

Complaints Escalated to the Housing Ombudsman Service

9. During the reporting period no complaints cases were escalated or referred to the Housing Ombudsman Service.

Complaint Handling Code

10. Following the first annual submission to the Housing Ombudsman on 28 January 2026, the Housing Ombudsman contacted the Housing Landlord Service on 9 March 2026 to advise through its review process it had identified 18 recommendations in relation to the Complaints Policy and a reporting error on the self-assessment.
11. The Housing Ombudsman requested a meeting to support the Housing Landlord Service to meet the requirements of the Code. The meeting took place on 14 April 2026, attended by the Head of Landlord Services and the Customer Support Manager.
12. Following the meeting the Complaints Policy has been amended to action the recommendations and the self-assessment has been updated to remove the error and also bring the document in line with the revised Policy. The revisions were approved by the Member Responsible for Complaints (Chair of the Policy and Performance Committee) on 30 April 2026 and the updated documents published on the Council's website.
13. The Council will be requested to submit its current annual assessment in June 2026, the deadline for submission being September 2026. The Complaints Policy is thought to be compliant with the Housing Ombudsman Complaint Handling Code. However, any subsequent recommendations following submission will be reported to the Member Responsible for Complaints as part of the regular reporting on all Council services complaints.

Conclusion

14. This report provides an annual overview of complaints to the Housing Landlord Service during 2025 / 26. The service is committed to publicising the complaints process to residents as stock numbers increase.
15. Moving forward, we will involve residents in the regular review of complaints relating to the housing landlord functions. We will also ensure all new staff are trained on complaints.

Committee's Response

16. Response from the Chair of the Policy & Performance Scrutiny Panel, Councillor Dr Richard Gomer following the report presentation:

17. On 11th June 2026 the Policy & Performance Scrutiny Panel received and considered the Annual Complaints Report for 25/26. The panel and I are content with the contents of the report, and we note that zero complaints were received in the period. We are confident that the council has appropriate procedures in places to handle complaints when they occur, and the Panel is incorporating monitoring and scrutiny of the housing function into our annual work planning.
18. When complaints are received we will follow our approved handling policy and use outcomes to inform our strategic and operational management of our housing assets, responding to the needs of our residents.

AMBER RUSSELL
HEAD OF HOUSING LANDLORD SERVICES

Date	21 May 2026
Contact Officer:	Amber Russell
Tel No:	02380 688 835
e-mail:	amber.russell@eastleigh.gov.uk
Appendices Attached:	
Appendix	Self-Assessment Form