

Response from Governing Body to the Housing Complaints Report 23/24

Overview & Scrutiny Committee

11 June 2024

The Overview & Scrutiny Committee noted the content of the report and referred their comments to Cabinet for consideration. The Overview & Scrutiny Committee asked that data on engagement with residents' and tenants' association should be included in future Council's Tenant Satisfaction Measures and Housing Complaints Performance Reports.

Link to papers and minutes:

[Agenda for Overview and Scrutiny Committee on Tuesday 11 June 2024, 6.30 pm – London Borough of Harrow](#)

Residents Board

20 June 2024

The Residents Board noted the content of the report and requested that further work be undertaken to record the outcome of complaints, explain trends, and outline actions taken to improve services as a result of learning from complaints.

Cabinet

25 July 2024

Cabinet notes the content of the 23/24 Housing Complaints report, which offers a detailed overview of the performance related to complaints and Housing Ombudsman determinations within the Housing service. The report also identifies themes and lessons learnt that result in service improvements.

The Council's approach to managing housing complaints is in line with the new statutory Housing Ombudsman Complaint Handling Code and focuses on accessibility, transparency, and fairness.

The Housing service has been working to address issues which may lead to residents complaining and have made good progress in this including key changes such as:

- the launch of the new Cx housing system and the Housing Online Portal for tenants
- the procurement of a new repairs contract with United Living
- Customer Excellence training for staff
- reviewing housing policies including the Housing Complaints Policy.

The Portfolio Holder for Housing will continue to work closely with the Housing service to improve our handling of landlord complaints.

This will include:

- an emphasis on early intervention and clear timelines set out for the resolution of complaints
- assessing themes and trends to identify areas for learning and improvement
- supporting a positive complaint handling culture.