

PO Box 1484, Unit D

Preston, PR2 0ET

Tel: 0300 11 3000

info@housing-ombudsman.org.uk

housing-ombudsman.org.uk

Chief Executive X

X

X X

September 2025

By email: X

Dear X

Annual Complaints Performance Report for 2024-25

I hope this letter finds you well. I am writing to address some concerns regarding your organisation's performance in our annual landlord performance reports for the 2024-25 period. Unfortunately, we have noted a higher maladministration rate in your organisation than the sector average.

Areas for improvement

As part of our commitment to transparency and accountability, these reports are crucial. Your individual report highlights specific areas where improvements can be made, as indicated by <mal rate> maladministration rate in <x> findings.

Complaints serve as early indicators to enhance service delivery, and it is important to use them constructively.

National context and learning opportunities

Despite a 30% increase in the number of determinations made, we have started to see evidence of improvements in landlord complaint handling, resulting in a 7% drop in the maladministration rate and 117 fewer severe maladministration findings. Encouragingly, 16 landlords showed significant improvement, demonstrating the sector's ongoing efforts to enhance complaint handling.

Embracing learning opportunities

We urge all social housing landlords to view complaints as strategic opportunities to support learning and to strengthen the alignment between policy and practice. Sharing your performance report with your team, including your Member Responsible for Complaints, governing body, and any relevant scrutiny panel, is an essential step toward fostering a culture of continuous improvement.

Looking ahead

We believe your organisation can turn this challenge into an opportunity for improvement. Our Centre for Learning provides a range of [eLearning](#), [workshops](#), and [podcasts](#) for landlords to drive a positive complaint handling culture within their organisation.

Our resources expand on a weekly basis, as we remain committed to supporting landlords in navigating the evolving regulatory landscape, including the new provisions under Awaab's Law and the revised Decent Homes Standard.

Thank you for your attention to these important matters. We look forward to working together to enhance service delivery and achieve higher standards in complaint handling.

Yours sincerely,



Richard Blakeway

Housing Ombudsman