

# **Member responsible for Complaints event**

Geoff Beales – Strategic Housing and Assurance  
Manager

Paula Goddard – ALMO Board Member

*15 October 2025*

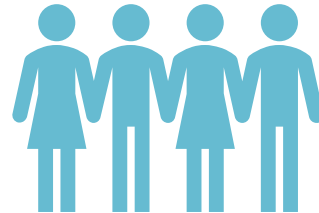


Colchester  
City Council

# Colchester City Council (CCC) Housing



**6068 housing  
stock**



**1000  
leaseholders**



**2100  
garages**



Established ALMO (Colchester Borough Homes – CBH) in 2003  
Covers all aspects of HRA housing delivery, delivery of housing options  
and homelessness.

# Complaints 2024/25

| Stage 1 | Stage 2 | Housing Ombudsman<br>Determinations |
|---------|---------|-------------------------------------|
| 331     | 86      | 8                                   |

## Top Complaints issues

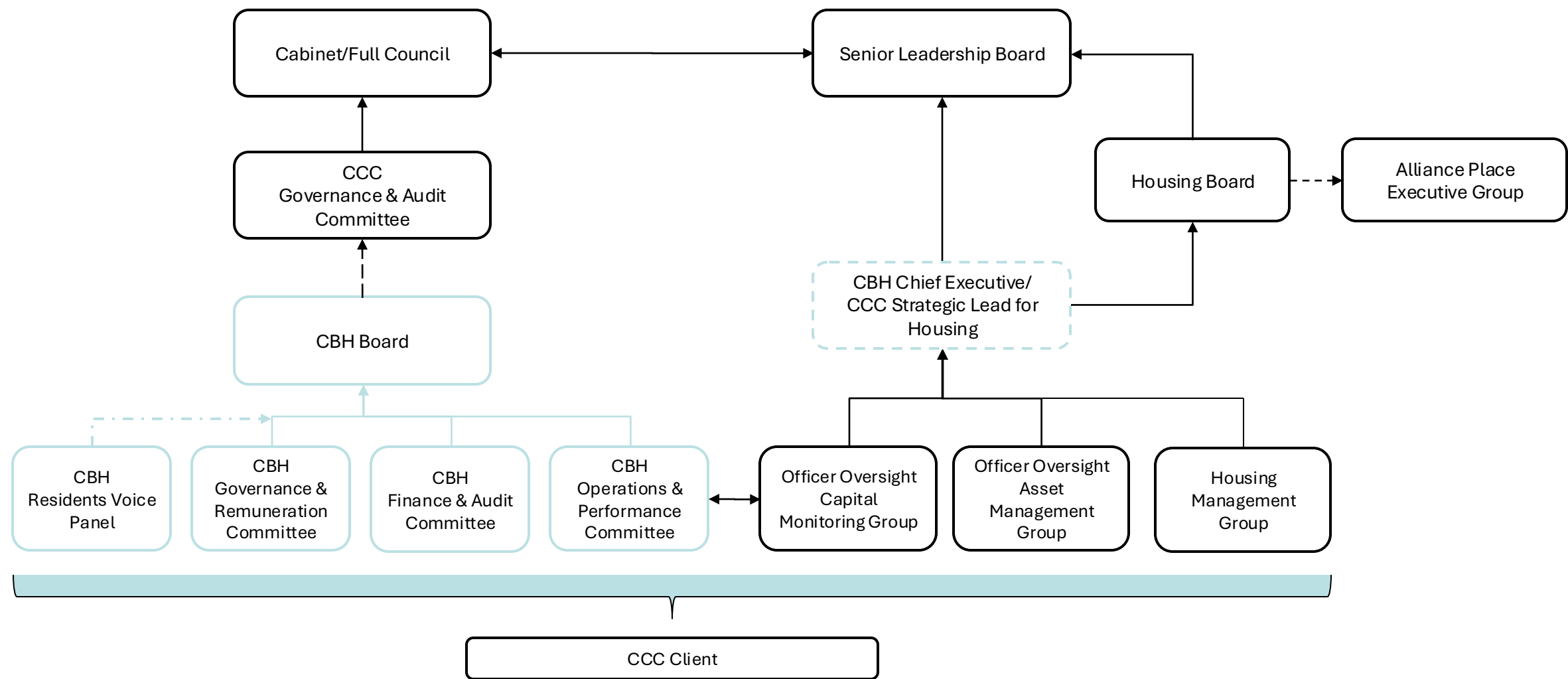
Asset Management and repairs

Communication

# Governance

- Council with a Cabinet – PFH for Housing with delegated responsibility
- 2 MRC's – one CBH Board member/CCC Officer
- CCC Officers attend CBH Board (along with PFH for Housing)
- CBH Directors attend CCC Governance and Audit Committee to give assurance from the CBH Board on performance, adherence to Regulatory standards, compliance, report on any Housing Ombudsman findings
- Complaints performance reported to CBH Operations and Performance Committee (Officer from the Council attends)
- Updates to Cabinet/Full Council
- Annual review of complaints to CCC Cabinet

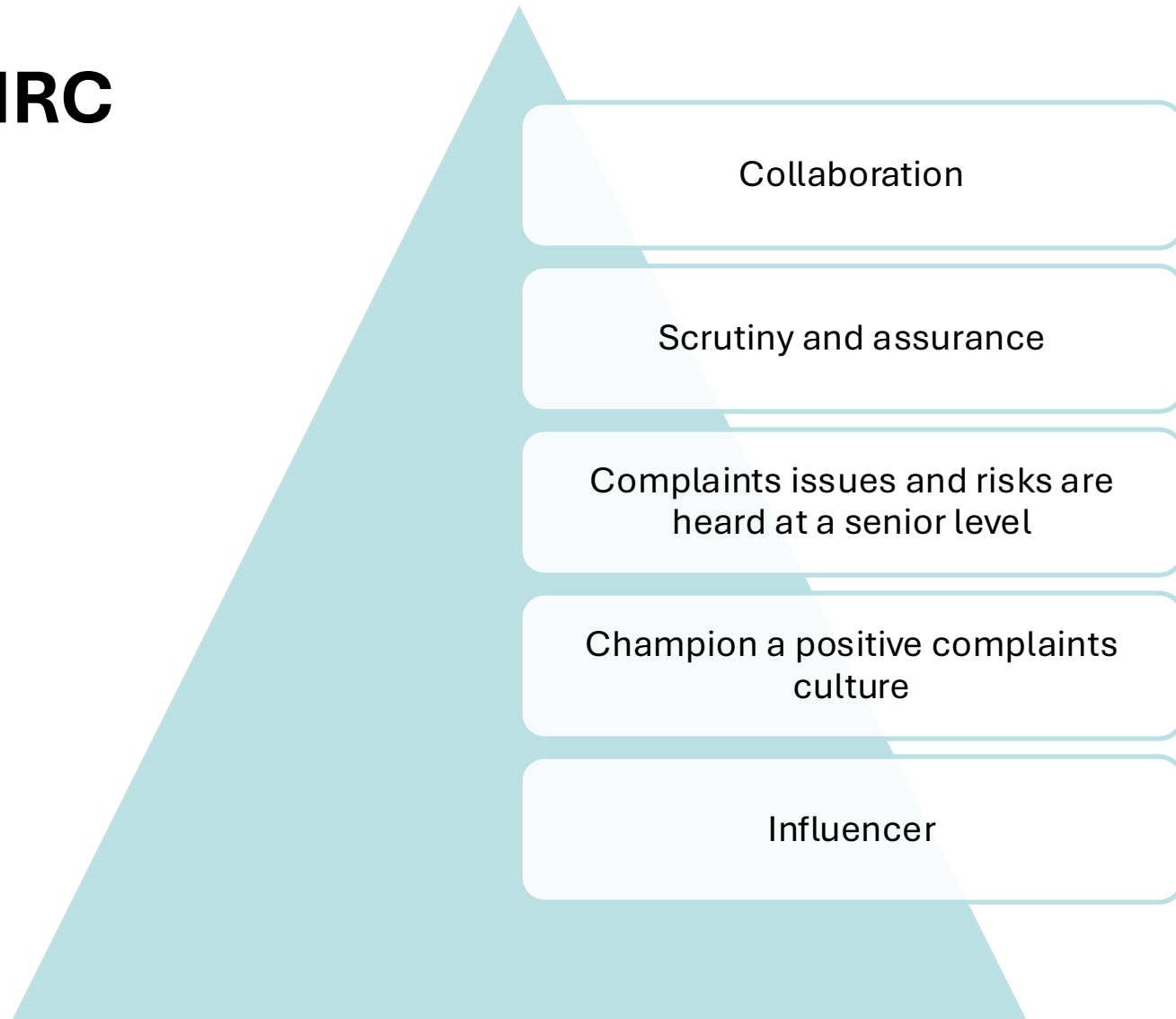
# Governance continued



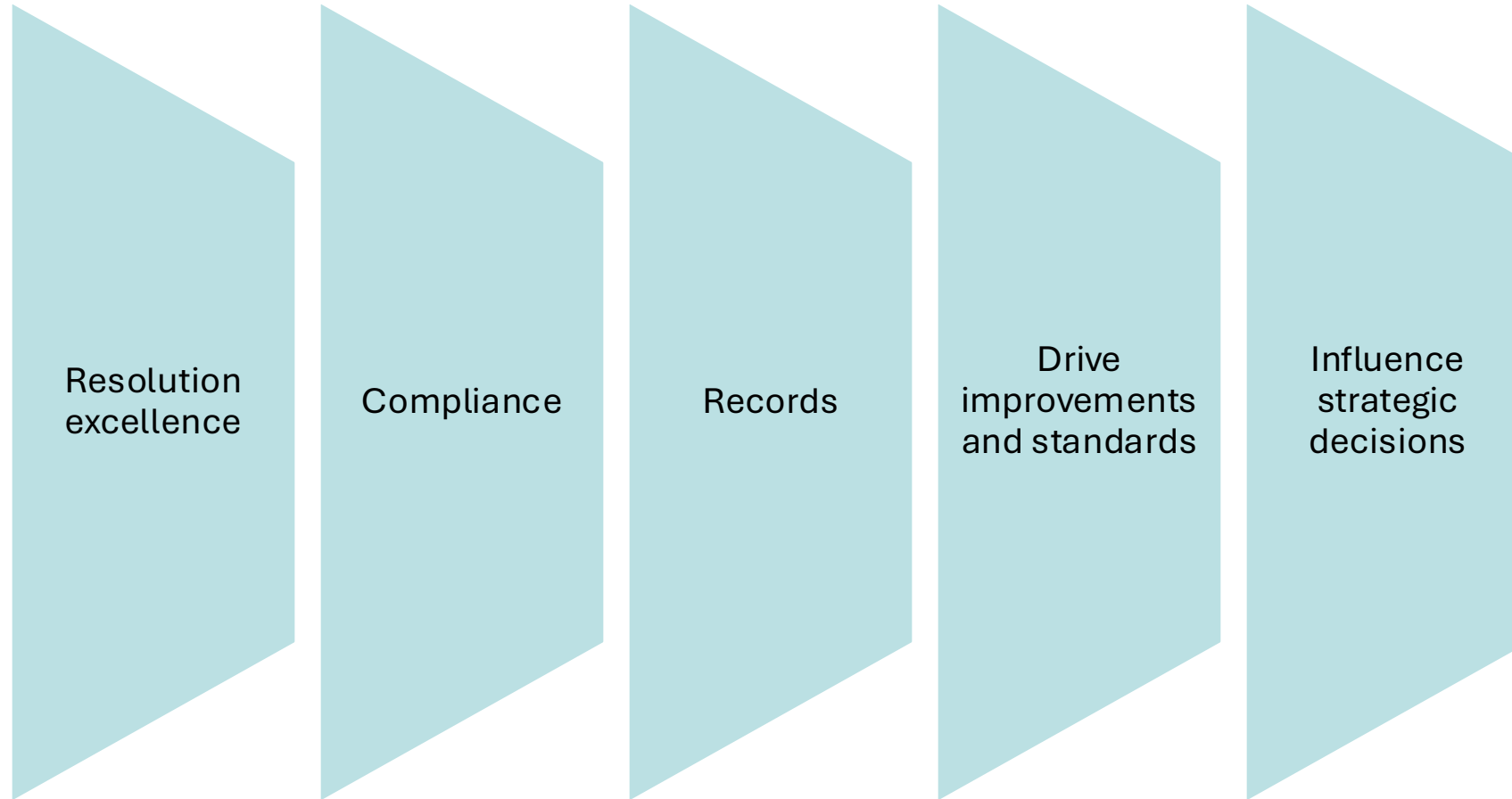
# MRC – roles and responsibilities



# Role of the MRC

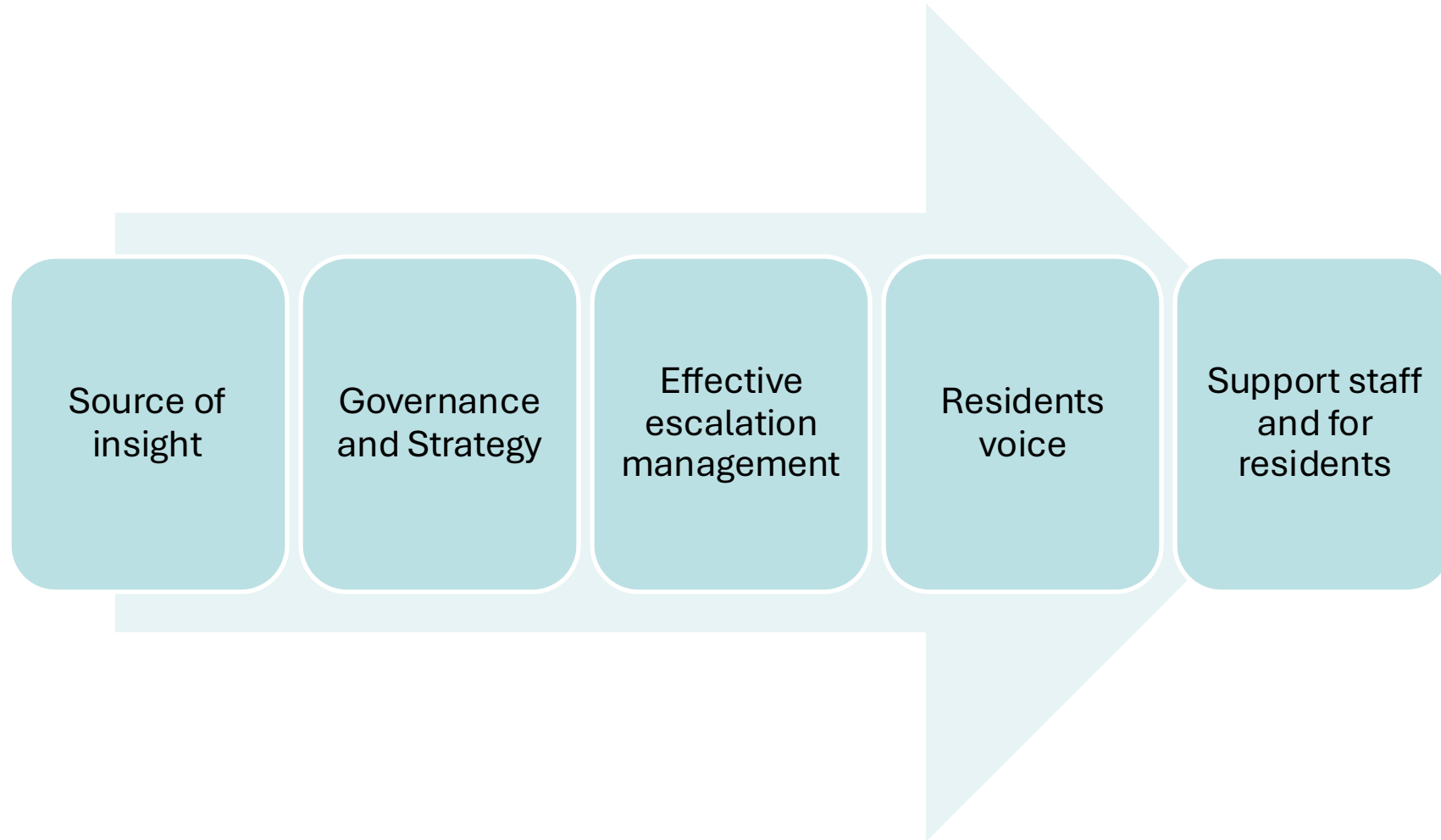


# What is success for an MRC?





# MRC Driving Service Improvement





Check out our Complaints and Service Improvement annual report 24/25.