

INFORMATION FOR
MEMBER LANDLORDS HOSTING A

MEET THE OMBUDSMAN EVENT



Our Meet the Ombudsman events are an important part of raising awareness and understanding of our service among residents.

Our aim is to reach as many residents of scheme member landlords as possible - including tenants, leaseholders, and local authority residents.

An event can be held in person or virtually, and will last for one hour. The Ombudsman and representatives will give a short introduction about our service, with most of the session allocated for residents to ask questions.

LANDLORD HOST REQUIREMENTS

- ✓ Landlords must be a member of the Housing Ombudsman Scheme
- ✓ Residents to be made aware that the Ombudsman will not be able to discuss individual cases at the event
- ✓ We suggest that senior leaders/ board members of the organisation are present on the day
- ✓ We recommend staff are available to speak to residents about their individual complaints after the event
- ✓ To invite questions from residents that are attending to share with the Ombudsman in advance of the day
- ✓ Where possible, the event should be held at a location relevant to their resident base and an online meeting platform
- ✓ Promote the event to residents via as many channels as possible, including social media, website, local communities, newsletters and via housing staff