

Governing body's response

The [Review of Complaints Regarding Housing for financial year 2024/25](#) was approved by Housing Scrutiny Committee (HSC) at its meeting on 17 September 2025.

The HSC replaced the Asset Compliance Committee in Autumn 2024 with the purpose to review and challenge the progress in respect of ensuring compliance with the Social Housing (Regulation) Act, and to have an overall view of the Housing Team in achieving the Regulator's requirement of WDC to continually increase their operational and delivery performance.

The HSC provides assurance and oversight on the Housing Team's performance and progress. It also makes recommendations and provides commentary to Cabinet, which remains the responsible body on behalf of the Council, regarding the extent to which housing operations deliver effective, compliant, and improving services.

As part of this, the Council is committed to meeting its obligations as a landlord, by putting in place processes and measures to achieve compliance with the Housing Ombudsman's Complaint Handling Code and to deliver excellent, value for money services to tenants and leaseholders. The Review of Complaints regarding Housing demonstrates the Council's commitment to complaint handling and using learning points to continually improve service delivery.

Joint statement by:

Councillor Jessica Melrose, Portfolio Holder for Housing and Member Responsible for Complaints

Councillor Peter Phillips, Chairman of Housing Scrutiny Committee

24 October 2025