

Runnymede Borough Council Housing Committee response to the annual Complaints Performance and Service Improvement report 2024 - 25

On 17th September 2025 the Housing Committee received the 2024/25 annual Complaints Performance and Service Improvement report for residents living in homes owned and managed by Runnymede Borough Council. The committee was advised that the [Housing Complaints Policy 2024 - 2026](#) ensures that Housing policy and procedures are compliant with the Complaint Handling Code. It aligns with the Council's corporate complaints policy, which in turn aligns with the Local Government and Social Care Ombudsman. In presenting the report, the committee was also advised that:

A new self-assessment was completed in July 2025 and submitted to the Housing Ombudsman, subject to completion of the report and subsequent endorsement of this Committee.

The self-assessment notes that:

- 62 of the 72 requirements in the Code were met
- Response times for stage 1 complaints were well below target.
- Of 11 stage 1 complaints received, 30% received responses within target timescales.
- Of 10 stage 2 complaints received, 40% received responses within target timescales.
- The most frequently complained about issues were Repairs (28), Damp (9), our Contractors (6) and neighbourhood issues (6).
- The Housing Ombudsman did not make any judgements against the Council in 2024/25.
- Compensation was paid to 23 tenants in 2024/25. Payments ranged from £25 to £365 and the average payment was £141.
- A total of 10 improvements to service delivery are identified including a commitment to continuing to make modifications to the corporate complaint handling system in order to manage and monitor complaints better.

Members were advised that, if approved, the complaints performance and service improvement report would be put on the Council's website and the Housing Ombudsman notified.

The Housing committee endorsed the Complaints Performance and Service Improvement Report for 2025-2026, incorporating the self-assessment against the Complaint Handling Code. The [minutes](#) of the committee record that:

“The Complaints Performance and Service Improvement Report was outlined to Members. The Committee discussed the report and members were asked to note 2.8 of the report and to endorse Appendix A: **Self-Assessment form**.

The Chair of the Housing Committee commented that he was satisfied with the use of clear language that the layman can understand. He pointed out that in his role; he had listened and reviewed complaints from tenants.

Members thanked Officers for the report.

Resolved that:

Members endorsed the Complaints and Performance and Service Improvement Report for 2025-2026, incorporating the self-assessment against the Housing Ombudsman Complaint Handling Code.”

This Housing Committee response to the annual Complaints Performance and Service Improvement report 2024 – 25 has been prepared to ensure compliance with the Housing Ombudsman’s statutory Complaint Handling Code through the annual submissions process.

Endorsed by Councillor M Smith, Chair of Runnymede Borough Council Housing Committee and Member Responsible for Complaints

Signed



Date15/2/2026