

24 July 2024

SENT VIA EMAIL ONLY

Slough Borough Council
25 Windsor Road
Slough
SL1 2EL

Dear Landlord,

Re: Action Required - failure to meet the annual submissions deadline

The new [Complaint Handling Code](#) ('the Code'), became statutory on 1 April 2024.

This Code has been issued in line with the provision of the Social Housing (Regulation) Act 2023 ('the Act'), which enables the Housing Ombudsman to issue a code of practice about the procedures members of the Scheme should have in place for considering complaints. The Act also placed a duty on the Ombudsman to monitor compliance with the Code. We set out our approach in the [Code Compliance Framework](#).

Submission process

Part of the new statutory nature of the Code means that landlords are required to submit an annual submission of their performance against the Code to ensure they are compliant. The landlord is also required to publish a copy of its self-assessment, annual complaints performance and service improvement report, a Governing body statement and its complaints policy on its website, so it is easily accessible to residents.

The timing of the annual submission to the Ombudsman has been aligned with the Regulator of Social Housing's requirements for the publication and the submission of Tenant Satisfaction Measures (TSM) outcomes.

This means for landlords with over 1,000 homes the deadline was for **30 June 2024**. Submissions for those with under 1,000 homes will either be 12 weeks after financial year-end or the date of publication of Tenant Satisfaction Measures (TSM), whichever is sooner.

Action required

On review, we cannot evidence that a submission by the landlord has been made within the required timescales.

The landlord **must** submit its self-assessment and all relevant documentation via this link [Submissions Form](#) to the Ombudsman within **5 working days**, no later than **31 July 2024**.

Failure to provide a submission form by the relevant date will be issued with a Type 3a Complaint Handling Failure Order (CHFO) setting a timescale for compliance. If there is non-compliance with the order, we may consider if a referral to the governing body or the Regulator of Social Housing is required.

If you require any further information or you are experiencing any difficulties, you must contact the Ombudsman Service compliance@housing-ombudsman.org.uk before **31 July 2024**.

Yours sincerely,

Kirsten Robertson
Duty to Monitor Administrator
Duty to Monitor Team