

Minute of Sandbourne Housing Association Board Meeting on 16 September 2026 relating to agenda item 10, Annual Complaints and Service Development Report 2025 / 2026.

1703.9.26 Annual Complaints Performance and Service Improvement Report

This report has to be submitted to the Housing Ombudsman by the end of September 2026. DH informed the Board that he needs to add one further Stage 2 Complaint – a Stage 1 Complaint which has been moved to Stage 2 on 16 September 2026. He will keep the Board updated if any further complaints are received before the deadline date for submission and will include those with the report.

DH also informed the Board that he had recently received the annual report from the Housing Ombudsman summarising complaints about Sandbourne in the last year. DH had emailed copies of this report to all Board members for information.

It was then proposed by SH and seconded by AJ that the report be approved for submission to the Housing Ombudsman. All in favour.

Following the retirement of Joe Waters from the Board we need to select a new Member Responsible for Complaints. SH agreed to stand in this role.