**Landlords Governing Body Response to Complaint Self-Assessment April 2024 to March 2025**

The Executive of Westmoreland Supported Housing presented the 6th annual Housing Ombudsman Code Self-Assessment to the Board. Members of the Board were pleased to acknowledge that 2 of the actions identified in 2024 had been addressed.

Westmoreland is a small provider with a low volume of complaints. As we provide specialised supported housing for those with high levels of care, our interaction with customers, care providers and families is greater, so issues are dealt with quickly. Complaint volumes and statistics are reported to Board via the monthly Performance Scorecard so all members are informed of performance and a year-end summary is also provided.

The Board acknowledges the contents of the self assessment and that there remains 1 area of improvement:

* 1.4 – Our Policy confirms the difference between a complaint and a service request. WSHL does not currently have a sufficient system to record service requests. This will be addressed as part of the merger as new structures and systems are in place from April 2026. Although The Board are disappointed that this action remains from last year, and require that this is addressed as a matter of urgency following the proposed merger.

The Board also acknowledge that when the merger has completed, there is a requirement that the self assessment is represented to the NewCo Board and resubmitted to the Ombudsman.

All Members are assured through Board reporting cycles, that complaints are dealt with appropriately and learning applied where appropriate.

**Jayne Francis Ward**

**Chair of the Board**