

## Department of Community and Children's Services

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### Insight and Development Team

#### Housing Ombudsman Service

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#### Email

[Housing.complaints@cityoflondon.gov.uk](mailto:Housing.complaints@cityoflondon.gov.uk)

Date 25 September 2025

Dear Insight and Development Team,

Thank you for your email of 19 September, and for highlighting your concerns regarding the City of London's performance as reflected in the Annual Landlord Performance Report for 2024/25.

We acknowledge that the City of London's maladministration rate currently stands at 75%, which is 4% above the national average and 2% below the average for landlords of a similar size and type. We recognise that this is an area where improvement is needed and we are already taking steps to improve our performance in this area.

Our Housing Team is dedicated to fostering a culture of learning and transparency. We regularly hold Complaints Learning Panel meetings and report to our Senior Officers and Members Responsible for Complaints, ensuring that lessons learned are shared and acted upon through service improvement measures.

On receiving the Ombudsman's Landlord Report in June 2025, we promptly shared the findings with our Members Responsible for Complaints and relevant Senior Officers. We plan to present this report as part of our six-monthly Complaints Update to the Housing Management and Almshouses Sub-Committee in November 2025. Following this, we will publish the Annual Landlord Performance Report on our Housing Complaints and Customer Feedback website to ensure transparency and accessibility for all residents, and share it in the resident newsletter.

[Housing complaints and customer feedback - City of London](#)

In line with national trends, the City of London saw an increase in complaints during 2024/25, which we believe is in part due to our efforts to make the complaints process more visible and accessible to residents. We view this as a positive step towards greater accountability and resident engagement.

Throughout 2024/25, we have taken several actions to improve our complaints service and overall service to residents, as detailed in our Annual Complaints Performance & Service Improvement Report. We have also set clear ambitions for further improvement in 2025/26: [Annual Complaints Performance & Service Improvement Report 2024-2025](#)

All Ombudsman determinations are discussed in our quarterly Complaints Learning Panels, attended by Heads of Service. In these meetings, we assess current complaint trends, discuss

lessons learned and service improvements, and report on findings from the Housing Ombudsman Service. We also report to Members Responsible for Complaints and ensure that lessons learned inform operational service improvements. Updates on lessons learned and implemented improvements are included in our six-monthly sub-committee reports, with the most recent papers available online for reference: [Agenda for Housing Management and Almshouses Sub \(Community and Children's Services\) Committee on Monday, 30th June, 2025, 2.00 pm - Modern Council](#) (Item 15 – Housing Complaints Update).

All staff involved in complaints handling receive training from the City of London's Housing Complaints Team and many of our complaint handlers attended an external training session on Complaint Handling towards the end of 2024. We will circulate the Annual Landlord Performance Report to the Housing Team, and direct staff to the Centre for Learning and the available resources from the Housing Ombudsman Service.

We fully recognise that there is more work to be done, and we are listening closely to our tenants' voices to ensure we deliver consistent, high-quality services. Thank you for your continued engagement and support as we work to address these challenges and improve outcomes for all residents.

Please contact me if you would like to discuss this any further.

Kind Regards,

Anna Donoghue

**Information, Performance and Quality Assurance Manager**