

Response from the Housing Management Board

Telford and Wrekin Council's Housing Management Board has considered the Tenant Satisfaction and Complaint Report 2023-24 and the Housing Ombudsman's Complaint Handling Code self-assessment.

Telford and Wrekin Council have a very small number of properties therefore it is to be expected that this would be reflected in the number of complaints received during the year and that this would also impact the number of complaints that have been reviewed by the Housing Ombudsman during the period. We are satisfied that there are processes and procedures in place which will ensure that any complaints from our tenants and outcomes from our annual tenant survey will be dealt with and that any complaints and survey findings will be reviewed to identify where improvements can be made.

The self-assessment demonstrates that any complaints received from our tenants will be dealt with in accordance with the complaint handling code.



Councillor Richard Overton

Deputy Leader and Cabinet
Member for Homes, Enforcement
& Customer Services



Councillor Kelly Middleton

Cabinet Member for Healthy,
Safer & Stronger Communities



Councillor Lee Carter

Cabinet Member for Economy,
Jobs & Neighbourhood Services



Angie Astley

Executive Director: Housing,
Communities & Customer
Services



Katherine Kynaston

Director: Housing, Employment
& Infrastructure