

Rentplus Homes Limited

Board Response to Housing Ombudsman Complaint Handling Code Self-Assessment 2026

19th March 2026

The Board of Rentplus Homes Limited has reviewed and approved the 2026 Housing Ombudsman Complaint Handling Code Self-Assessment.

Following its review, the Board notes that the organisation is compliant with the requirements of the Complaint Handling Code, with one area identified for further clarification.

The following action has been identified:

- Code 3.5 – The Complaints Policy will be updated to more clearly explain how details of the Complaints Policy, the Housing Ombudsman and the Complaint Handling Code are publicised and where this information is available.

The Board also notes the continued embedding of improvements identified through previous self-assessments, including:

- Formalisation of discretion when accepting complaints outside the 12-month timeframe.
- Strengthening of arrangements to ensure complaints relating to third parties are managed within Rentplus Homes' two-stage complaints process.
- Implementation of a proportionate and Equality Act-compliant framework for managing unacceptable behaviour.
- Clarification within the Complaints Policy regarding the handling of additional issues raised during ongoing investigations.

The Board will continue to monitor complaint handling performance, themes and learning through quarterly reporting and oversight by the Member Responsible for Complaints.

This response will be published alongside the 2026 Self-Assessment as part of the annual complaints performance and service improvement report.

Signed: 

Richard MacMillan
Non-Executive Director
Member Responsible for Complaints
Rentplus Homes Limited