

Rentplus Homes Limited

Board Response to Housing Ombudsman Self-Assessment

16th May 2024

The Board of Rentplus Homes Limited has reviewed the Housing Ombudsman Self-Assessment presented on 16th May 2024. The self-assessment document has been noted, and we recognise its importance as a requirement for registered providers. During the review process, three key areas requiring compliance action were identified:

1. **Updating the Complaints Policy:** The timescale for refusing a complaint has been extended from 6 months to 12 months. This change aligns our policy with best practices and ensures tenants have adequate time to raise their concerns.
2. **Appointment of a Member Responsible for Complaints (MRC):** Richard Macmillan has been appointed as the Member Responsible for Complaints. Richard will oversee complaint handling, ensuring compliance with the Housing Ombudsman Code and fostering a positive complaints culture within Rentplus Homes.
3. **Implementation of Regular Complaints Reports:** A regular complaints report will be presented to the Board. This report will provide insights into complaint volumes, categories, outcomes, and trends, enabling continuous service improvement and accountability.

The Board is committed to addressing these areas and ensuring full compliance with the Housing Ombudsman's requirements. We believe these actions will enhance our complaint handling process and further our mission to provide high-quality, affordable housing.

The changes identified during the self-assessment process demonstrate our ongoing commitment to transparency, accountability, and continuous improvement. We are confident that these steps will strengthen our service delivery and better support our tenants.

The Board appreciates the efforts of all involved in the self-assessment and the ongoing dedication to improving our services. We will continue to monitor and review our complaints handling processes to ensure they meet the highest standards.

This response will be published alongside the self-assessment on our website as part of our annual complaints performance and service improvement report.

Signed: 

R Macmillan, Non-Executive Director

Member Responsible for Complaints