

18 February 2026

SENT VIA EMAIL ONLY

Housing
Ombudsman Service

Andy Donald (CEO) and Councillor Seema
Chandwani (MRC)
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Dear Andy Donald and Councillor Seema Chandwani

Re: Complaint policy second review – Mandatory meeting

Following review of the landlord's complaint policy we contacted Haringey London Borough Council on 30 July 2025 to outline the findings.

The review identified 22 recommendations to meet the requirements of the Code based on what residents can reasonably expect to be included in a complaints policy document. In our letter we explained that we will review the landlord's response to our recommendations through its next annual submission which was received on 30 September 2025.

It is positive to note from our review that all recommendations have been applied to the landlord's complaints policy. However, through the second review process we have highlighted an additional area of the landlord's complaint policy that does not meet the requirements of the Code. This has resulted in a further recommendation which is outlined in Appendix A.

The purpose of the policy review process is to assist the landlord with assessing the changes required to its complaint policy, providing commentary and recommendations where revisions are required to comply with the Statutory Code. This supports in extending consistency across the sector, ensuring that residents receive a fair service, regardless of where they live and who provides housing services. It is important therefore that all landlord's take steps to carefully consider any recommended changes to policy to ensure it is meeting the requirements of the Code.

Self-assessment requires update.

As part of the review, we also noted that the landlord has not updated its self-assessment to reference its policy as supporting evidence for the following provisions:

- **5.6 & 5.7, 6.6 and 6.17**

The self-assessment should be revised to ensure these sections clearly link to the updated policy and accurately demonstrate compliance.

NEXT STEPS

1. Mandatory Meeting

To discuss and agree actions to support the landlord to meet the requirements of the Code we require Haringey London Borough Council to attend an online meeting on **11 March 2026 at 11am**.

The meeting will focus on the following key areas:

- outstanding recommendations – clarification and requirements
- action points to meet the policy recommendations
- actions required to meet the requirements of the self-assessment
- timeframe for actions to be completed

If the landlord has any additional points it would like to include as part of the meeting, please let us know in advance. While we can assist with Code related questions and queries please note that we are unable to provide advice or updates on individual complaints or cases that are currently with our casework teams.

Meetings are held remotely via Microsoft Teams as standard. Should the landlord require an alternative platform such as Zoom or have difficulty accessing an online meeting, please do let us know as soon as possible by contacting compliance@housing-ombudsman.org.uk so we can discuss alternative arrangements.

OR

2. Policy and Self Assessment Update

We recognise that the required policy change is minor, and if the landlord agrees to adopt the outstanding recommendation and update the complaints policy accordingly, a meeting will not be necessary.

In this case, the landlord should send us:

- A draft updated complaints policy showing the recommended change, and
- the expected publication date for the final version.
- Its revised self-assessment, which should reflect the changes made following our policy review and the subsequent recommendations applied.

This must be emailed to compliance@housing-ombudsman.org.uk by **4 March 2026**.

ACTION REQUIRED

Within the next 10 working days, in any event no later than **4 March 2026** the landlord is required to confirm its attendance providing confirmation of who will be joining the meeting alongside their contact email address for the purposes of the meeting invites.

Should the meeting time or date not be convenient please come back to us as soon as possible with your suggested availability.

Please contact us at: compliance@housing-ombudsman.org.uk.

If the landlord does not respond by the above date, we may find it has failed to demonstrate compliance with the Code. The Ombudsman may take further action such as making a referral to the governing body or the Regulator of Social Housing.

If you require any further information or you are experiencing any difficulties, you must contact the Ombudsman Service compliance@housing-ombudsman.org.uk before the above date.

Yours sincerely

Paul Mallon
Duty to Monitor Officer
Duty to Monitor Team

Appendix A

Code Provision	Code Requirement	Second Review Commentary	Recommendation (Second Review)
6.14	Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.	<p>The landlord in its previous policy set out in 9.3 of the same that "a written response will be given within 20 working days of the acknowledgement". However, this appears to be missing from the current version of its policy (and from its website).</p> <p>In its self assessment the landlord has recorded its compliance with the provision and refers to its policy as evidence. However, as noted above, the Stage 2 response timescale is no longer present in the policy.</p>	Recommendation: For the landlord to review and update its policy to include on the same that it will issue "a final response to a stage 2 complaint within 20 working days of the complaint being acknowledged".