

## **Council Housing Complaint Statement**

Enfield Council Housing Service has taken significant steps to meet the Housing Ombudsman Complaint Handling Code. Both the cabinet and I have reviewed and approved key service planning and complaints documentation, demonstrating strong backing for these efforts. As a result, the latest report shows a tangible improvement in compliance with the code, rising impressively from 77.6% to 95.6%, which reflects our commitment to accountability and ongoing progress.

In addition to the Tenants Annual Report published last month, these documents reflect our dedication to service enhancement and openness. We have:

- Strengthened resident engagement through initiatives such as the Big Door Knock campaign, reaching 7,000 households,
- Grown our resident engagement group, the Enfield 500, to a membership of over 700 residents, establishing our commitment to resident involvement.
- Enhanced our complaints management by streamlining the way we record and handle concerns, removing barriers to ensure issues are addressed promptly.
- In-depth complaints training has been delivered to front line staff to help identify complaints against service requests.
- And finally, a new approach prioritises personal contact, with officers making courtesy calls at the outset and regular updates throughout a complaint process.

The Service Plan set out at the start of the financial year the development of the service against the consumer standards. It is monitored monthly and highlights our commitment to deliver continuous improvement for our residents.

**Cllr Ayten Guzel**

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