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## Response from Elmbridge Borough Council Member Responsible for Complaints, Cllr Batchelor, to Elmbridge Borough Council's Annual Complaint and Service Improvement Report and Self-Assessment against the Housing Ombudsman Complaint Handling Code (2025)

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I am pleased to respond both to Elmbridge Borough Council's first annual self-assessment against the Housing Ombudsman's Complaint Handling Code and its first annual Complaints and Service Improvement Report for 2025.

As the Member Responsible for Complaints and the Portfolio Holder for Housing, on 17 September 2025, I considered and endorsed both of these documents on behalf of the Council, through our Individual Cabinet Member Decision-Making process.

I can give assurance that the self-assessment against the complaint handling code is both transparent (all meetings and minutes of our ICMDM are recorded and published) and accurate (they are subject to further scrutiny by our Overview & Scrutiny Committee). Since becoming a registered provider of social housing in June 2024 and a member of the Housing Ombudsman scheme at the same time, the council has committed significant resources to ensure compliance with the regulatory standards and the requirements of the complaints handling code. We have appointed a new managing agent to deliver most of the day-to-day housing management services provided for our residents, based on a thorough service specification and following a robust procurement exercise.

We have increased the size of the council's team dedicated to our landlord function, overseeing the performance of the managing agent, ensuring that we meet our landlord responsibilities and making sure our homes are safe and well-maintained. We have developed a suite of policies, including a complaints policy and completed a comprehensive stock condition survey covering 100% of our properties, and have used this to inform investment into our homes.

In September 2025, a member development session was run to raise awareness about our approach to handling complaints in relation to our landlord role. I receive regular updates from the Head of Housing with regards to landlord performance and complaints monitoring and look forward to continuing this through the remainder of 2025/26 and beyond.

Councillor Alex Batchelor  
Portfolio Holder for Housing – 10 November 2025



**Elmbridge**  
Borough Council