

**Executive Director of
Regeneration, Economy and
Assets**

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Sefton Council Governing Body Response to the Housing Ombudsman Complaint Handling Self-Assessment

Sefton transferred all of its social housing stock through a large-scale voluntary transfer back in 2006. Since this time the Council has not operated as a social housing landlord.

Earlier this year, March 2026, the Council achieved a significant milestone by taking handover of its first new council housing and in April welcomed its first tenants along with Crosby Housing Association who provide key housing management and maintenance services to tenants living in these homes.

We want to make sure that we start as we mean to go on, working with Crosby Housing Association by listening carefully to tenants, welcoming feedback and suggestions to ensure that our service provided meet that standard that tenants expect to receive.

Though our Housing Advisory Board, we will regularly monitor performance against complaint handling, challenging and ensuring accountability.

Each year, we will report on our complaints and feedback and our compliance with the Housing Ombudsman's Complaint Handling Code will be reviewed by completing an in-depth self-assessment. This reporting aims to ensure that we are constantly reviewing and monitoring our approach making sure that it remains compliant, fit for purpose and importantly that we are accountable for our complaint handling.

We will maintain a positive approach and attitude towards complaints, putting things right when things may have gone wrong, listening to our residents, learning lessons and taking actions to improve our services where this may be needed.

This statement confirms that the contents of the Housing Ombudsman Complaint Handling Code Self-Assessment has been formally reviewed and scrutinised through the Council's Housing Advisory Board in accordance with internal governance and assurance requirements. The Self-Assessment accurately reflects Sefton's current position as a social housing landlord, the approach to complaint handling and compliance with the Complaint Handling Code.

Yours faithfully



Councillor Phil Hart
Cabinet Member for Housing and Highways and Member Responsible for Complaints
Sefton Council