

Nuneaton and Bedworth Borough Council
Cabinet response to the Annual Housing Complaint Performance
and Service Improvement Report 2025-26

I welcome the Housing Annual Complaint Performance and Service Improvement Report 2025/26.

This report highlights our commitment to transparency and alignment with the Housing Ombudsman's Statutory Complaint Handling Code. We must be candid about where we stand, the report makes it clear that our performance over the past year has fallen short of the standards our residents deserve.

We hear the concerns of our residents and are now laying the groundwork for recovery to ensure every resident sees real, tangible progress on the ground.

While the report highlights challenges, several key positives such as strengthened tenant engagement and proactive service improvements demonstrate the Council's commitment to progress and transparency.

Complaints are vital insights into where our services are failing our community.

I am committed to working alongside Cabinet, Council, Communities, Housing Overview and Scrutiny Panel, and our tenant panels to drive real operational change and deliver a service that our residents can rely on.

We will restore confidence in our housing services and focus on getting things right for our residents.

Forward by Councillor James Bartlett – Portfolio Holder for Housing and Member Responsible for Complaints (MRC)

Signed:



Date: 14 September 2026