

Response from Governing Body to the Housing Complaints Report 23/24

Overview & Scrutiny Committee

11 June 2024

The Overview & Scrutiny Committee noted the content of the report and referred their comments to Cabinet for consideration. The Overview & Scrutiny Committee asked that data on engagement with residents' and tenants' association should be included in future Council's Tenant Satisfaction Measures and Housing Complaints Performance Reports.

Link to papers and minutes:

[Agenda for Overview and Scrutiny Committee on Tuesday 11 June 2024, 6.30 pm – London Borough of Harrow](#)

Residents Board

20 June 2024

The Residents Board noted the content of the report and requested that further work be undertaken to record the outcome of complaints, explain trends, and outline actions taken to improve services as a result of learning from complaints.

Cabinet

25 July 2024

To follow due to June Cabinet meeting being cancelled.