

17 October 2024

Housing
Ombudsman Service

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SENT VIA EMAIL ONLY

Vanessa Cookson
Strategy and Engagement Manager
Bassetlaw District Council
Queens Buildings
Potter Street
S80 2AH

Dear Vanessa Cookson

ANNUAL SUBMISSION - COMPLETE

I am writing to confirm that the Duty to Monitor team has now reviewed the landlord's annual resubmission form received on 9 October 2024.

I can confirm that on examination, I am satisfied that the landlord has provided and published all necessary documents as part of its submission.

Through my review, I noted that your submission was provided after the required date of 30 June 2024 and an extension was agreed for 31 October 2024. In recognition of this being year one of the statutory Complaint Handling Code. It is important that the landlord takes steps to meet these timescales in future.

The Duty to Monitor team will now carry out an assessment of the landlord's annual submission to determine if the landlord demonstrates compliance with the Complaint Handling Code and that its approach is fair and reasonable.

Yours sincerely

Alam Goni
Duty to Monitor Officer
Duty to Monitor Team