

Living in Hackney Scrutiny Commission

6th July 2026

**Item 6 – Housing Services Annual Complaints
Performance Report 2025/26**

Item No

6

Outline

Each year the Living in Hackney Scrutiny Commission receives the Housing Services Annual Complaints Performance Report, which sets out the volume, categories and outcomes of complaints, complaint handling performance, and wider learning and improvements from complaints.

Report(s)

- Item 6a. Housing Complaints Performance Report 2025/26
- Item 6b. Housing Complaints Lessons Learned Report 2025/26

Invited Attendees

Housing Services

- Tom Harrison, Assistant Director Housing Transformation
- Kain Roach, Operations Director HRA Property Services

Action

Members are asked to consider the written information provided and ask questions of those in attendance.