

30 October 2025

SENT VIA EMAIL

Dover District Council
Council Offices
Honeywood Road
Whitfield
Dover
CT16 3P

Housing
Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

www.housing-ombudsman.org.uk

Dear Dover District Council

ANNUAL SUBMISSION - COMPLETE

Thank you for providing Dover District Council's annual submission form on 30 September 2025. We are pleased to confirm that our initial document check-in process is now complete and the landlord has published all the required documents as part of its submission.

It is positive to see that the landlord has provided its annual submission on time.

We do not plan to complete a review of the landlord's complaint policy at this time. However, this can be subject to change.

It is positive the landlord has a comprehensive governing body's statement that provides scrutiny to the landlord's annual report. The member responsible for complaints shows commitment to continuous improvement in relation to complaints handling.

We recognise that these obligations need additional time, capacity and attention, and we appreciate the landlord's commitment to complying with the requirements. Cooperation with the duty to monitor process is key to driving improvements in complaint handling.

Yours sincerely

Carly Wheeler
Duty to Monitor Officer
Duty to Monitor Team

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