

23 October 2025

**SENT VIA EMAIL**

**Housing**  
Ombudsman Service

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Rebecca Owen  
Democratic Services Manager/Complaints  
Manager  
Hinckley and Bosworth Borough Council  
The Hub, Rugby Road  
Hinckley  
LE10 0FR

Dear Rebecca Owen

## **ANNUAL SUBMISSION – COMPLETE**

I am writing to confirm that the Duty to Monitor team has now reviewed the landlord's annual submission form received on 1 July 2025, which I am pleased to note was provided prior to the landlord's submission due date of 30 September 2025.

Upon examination, I am satisfied that the landlord has provided and published the required documents to residents, and therefore I can confirm that this part of our process is complete.

### **Policy Review**

It is our aim to complete an assessment of the landlord's complaint policy within the next six months, and we will contact the landlord should we require any further information. Our findings will be provided in writing.

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

Paul Mallon  
**Duty to Monitor Officer**  
**Duty to Monitor Team**