

22 October 2024

Housing
Ombudsman Service

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SENT VIA EMAIL ONLY

Gareth Sorsby
Joint CEO
City of Exeter YMCA
39-41 St David's Hill
Exeter Devon
EX4 4DA

Dear Gareth Sorsby

ANNUAL SUBMISSION - COMPLETE

I am writing to confirm that the Duty to Monitor team has now reviewed the landlord's resubmission form, received on 11 October 2024.

I can confirm that on examination, I am satisfied that the landlord has provided and published the annual report and governing body's (Board of Trustees) response that was missing from its original submission of 11 September 2024.

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

Charlene Collman
Duty to Monitor Officer
Duty to Monitor Team