

31 October 2025

SENT VIA EMAIL

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

Housing
Ombudsman Service

PO Box 1484
Unit D
Preston
PR2 0ET
Tel: 0300 111 3000
www.housing-ombudsman.org.uk

Dear Landlord

ANNUAL SUBMISSION - COMPLETE

Thank you for providing the landlord's annual submission form on 31 October 2025. We are pleased to confirm that our initial document check-in process is now complete.

The landlord's submission was provided after the required date of 30 September 2025. It is important that the landlord takes steps to meet these timescales in future.

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

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

Alam Goni
Duty to Monitor Officer
Duty to Monitor Team