



Democratic Services
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21 June 2024

Dear Councillor

NOTICE OF DECISION TAKEN BETWEEN MEETINGS – (DD01 24) ANNUAL HOUSING COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT INCLUDING SELF-ASSESSMENT AGAINST THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE

Please find attached details of a decision taken by Councillor Stacey Blair, Portfolio Holder for Finance, Governance, Climate Change and Environment.

The deadline for call-in of this decision is **10.00am on Thursday, 27 June 2024.**

If call-in is not activated, the implementation date for this decision will be noon on 27 June 2024.

Members of the public who require further information are asked to contact Democratic Services on 01304 872303 or by e-mail at democraticservices@dover.gov.uk.

Yours sincerely

A handwritten signature in black ink, appearing to read "Stacey Blair". The signature is fluid and cursive, with a large loop at the end.

Head of Corporate Services and Democracy

ENCL

- 1 **NOTICE OF DECISION TAKEN BETWEEN MEETINGS (DPH01 24) ANNUAL HOUSING COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT INCLUDING SELF-ASSESSMENT AGAINST THE HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE** (Pages 2 - 62)