

10 October 2024

Housing
Ombudsman Service

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SENT VIA EMAIL ONLY

Steve Pugh
Director of Homes & Places
YMCA North Tyneside
Church Way
North Sheilds
North Tyneside
NE29 0AB

Dear Steve Pugh

ANNUAL SUBMISSION - COMPLETE

I am writing to confirm that the Duty to Monitor team has now reviewed the landlord's annual submissions form, received on 21 June 2024.

I can confirm that on examination, I am satisfied that the landlord has provided and published all necessary documents as part of its submission.

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

Alam Goni
Duty to Monitor Officer
Duty to Monitor Team