

f.a.o. Mr. Richard Shaw  
Local Government Ombudsman  
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Dear Mr. Shaw,

**Annual Letter 2006/7**

Thank you for your annual letter of the 20<sup>th</sup> June 2007.

The Council acknowledges that the number of complaints your office has received about it has increased markedly from 2005/6 and that this has been due primarily to complaints in relation to housing and particularly housing repairs.

The Council would point out that it has been making a concerted effort to improve the performance of its housing repairs service in preparation for stock transfer which is due to take place in September 2007. This has meant that the service has undergone a reorganisation which has resulted in a number of staff changes which did have an effect on service standards and continuity during 2006.

This also led to difficulties in finding the requested paperwork for cases referred by you and hence the delay in responding to your enquiries.

The changes have now had time to embed and our Performance Indicator statistics indicate that overall performance in dealing with voids and repairs is much better. From September the new Trust will take over responsibility for the repairs service along with general management of the stock.

Yours sincerely

Carol Chen  
Head of Legal & Democratic Services

