



LITTLEHAMPTON & RUSTINGTON HOUSING SOCIETY LTD

Providing Housing Solutions since 1948

Registered Office: Rustington Hall
Station Road
Rustington
Littlehampton
West Sussex BN16 3AY
Tel: 01903 787222
Fax: 01903 777502

Email: estateoffice@LRHS.co.uk
Website: www.LRHS.co.uk

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The Housing Ombudsman
PO Box 1484, Unit D
Preston
PR2 0ET

May 2025

Subject: Confirmation of Approval of Complaints Performance and Service Improvement Reports

I am writing on behalf of Littlehampton & Rustington Housing Society Ltd to formally confirm my approval of the annual and general Complaints Performance and Service Improvement Reports.

The Society has conducted a review of the contents of the reports, ensuring that we have a comprehensive understanding of the information presented.

I am satisfied that the reports accurately reflect our position as a landlord, including our performance in managing complaints and our commitment to service improvement. The reports provide valuable insights and highlight areas where we have excelled, as well as those that require further attention and enhancement.

We believe that transparency and accountability are vital in our role as landlord, and we are committed to continuously improving our services in response to the feedback we receive.

Yours sincerely

Sally Morris
Chief Executive Officer

Littlehampton and Rustington Housing Society is a not-for-profit charitable organisation.

Registered Society under the Co-operative and Community Benefit Societies Act 2014; 13413R
Registered Social Housing Provider with the Regulator of Social Housing; L1255