



LITTLEHAMPTON & RUSTINGTON HOUSING SOCIETY LTD  
Providing Housing Solutions since 1948

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

April 2026

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 faithfully

A handwritten signature in blue ink that reads 'S. Shepherd'.

Sally Shepherd  
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