



Ministry of Housing,
Communities &
Local Government

Baroness Taylor of Stevenage OBE
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Florence Eshalomi MP
Chair, Housing, Communities and Local Government
Committee
House of Commons
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6th July 2026

Dear Florence,

I am writing to inform you that I have taken the decision to withdraw the campaign for the next Housing Ombudsman. This is because I believe the criteria for the role should be altered to require a greater level of experience in the housing sector. As such, I wish to explore appointing from a wider field of candidates.

I have put in place interim arrangements to allow sufficient time to recruit a new Ombudsman by appointing Andrea Keenoy, the current Chief Operating Officer of the Housing Ombudsman Service, as Interim Chair for up to six months, effective from 1 August. This appointment will ensure stability and continuity for the organisation to deliver on its objectives and support the service through a period of transition. I am very pleased that Andrea has agreed to take on this role. She has a wealth of relevant leadership experience and her existing knowledge of the service make her well placed to lead the Housing Ombudsman Service and oversee its important role in delivering our ambitions for housing. Though this is a direct appointment, I understand you may wish to meet with Andrea as she starts in the role of interim Housing Ombudsman. Please let me know if you wish to do so, and I will instruct my officials to make the necessary arrangements.

Please accept my sincere apologies for the cancellation of the pre-appointment scrutiny hearing scheduled to take place on 14 July, and I am grateful for your co-operation and flexibility up to this point.

Yours ever,

BARONESS TAYLOR OF STEVENAGE OBE
Parliamentary Under-Secretary of State for Housing and Local Government