

Complaints Taskforce Meeting

11th May 2026

Attendees:

James Hart – Customer Liaison Officer
Kerry Lecomber – Tenant Engagement Co-ordinator
Fabio Dellabella – Mechanical Manager
Alan Fletcher-Hill – Compliance Electrical Manager
Margaret Taylor – Business Services Team Leader
Vicky Freer – Tenant Insight and Improvement Manager
Polly Bearman – Income Manager
Doug Stother – Head of Housing Services
Louise Bird - Community Housing Manager
Paula Warren – Tenant Board Member

Due to low attendance **VF will email round to remind managers that attendance is mandatory, and if unable to attend, a service representative should be sent. – ACTION.**

Apologies received from Alison Wade, Ruth Hendry, Georgia Mecoy, Victoria Bond and Sarah Double.

JH opened the meeting and introduced PW who is joining the forum as the Tenant Board member going forwards.

Actions from the last meeting

- All actions from the last meeting have been completed.

Q4 Complaints Stage One & Two

JH took the meeting through the figures via a presentation.

Meeting discussed the position with complaints regarding Damp and Mould and the effect that Awaab's Law was having. MT confirmed that there will be a new Damp and Mould Manager starting in June.

Most areas have similar figures for complaints over the past four years. The exception is Repairs and Maintenance who were previously very high but following a restructure and new procedures have dropped by over 50%.

Stage Two complaints have increased over the past year with 15 upheld. Main themes are lack of communication after Stage 1, challenging findings especially where contractors weren't challenged at Stage 1. Also, some complaints about the quality of remedial work.

Lessons Learnt

This, along with service improvements, will form the main part of this meeting going forwards. It's important that we can evidence that lessons are being learned and changes implemented as a result.

The lessons learned register will be changed so that the teams have ownership of their own documents. Tenancy Services have been developing their own and this will be used as a template. Each area will have a separate tab so it can be properly recorded.

Spreadsheet will be shared by the end of the week – ACTION JH.

FD advised that his team have got their contractors to put in a text reminder service. They have also been assessing cases where we don't give them the information they need. We found that overall, we weren't giving them enough information so now when the Customer Access Point team hand on jobs, they are giving full information. Have now agreed that if they can't get access they will come back to us first before attending again. We've also reviewed the letters that tenants received, these have been improved and are being sent to our tenant Resident Readers for review.

MT added that in terms of Damp & Mould the frustration for tenants is they have a treatment and then it comes back and they haven't been told that's a possibility. So, they now have a leaflet that is left with tenants advising it may come back and if so to contact us and not complain as a first step, as it may just need a second treatment. Also developed communication advising tenants of responsibilities of both us and them.

LB advised that there's a lot in motion in Tenancy Management currently with various posts now being filled and they are looking at proactive tenancy management visits to aid with early intervention. It will initially cause more work and some upset as it's change which some tenants will resist.

DS advised there are some policies being developed including Temporary Move, Mutual Exchange, update to ASB, Hoarding. KL advised of the status with an ASB handout in the final stages of development. This was an action from some tenant-led scrutiny on our ASB procedures and has just been to the tenant Resident Reader panel for comment.

VF advised she'll need to put something in My Home Bulletin later this month on lessons learnt. The message is about increasing transparency and accountability.

Housing Ombudsman

No spotlight reports in first quarter therefore press releases have been shared as part of the presentation.

JH took the meeting through three of these and advised that there are links in the presentation that go to the full report and they are interesting reads.

Tenant Complaints Experts

KL took the meeting through slides and responses from the tenant Complaint Experts. **LB suggested feedback also be shared with officer who provided the response – ACTION KL.**

Any other business

LB advised wording to be changed on Complaints and Compliments section on website to try and prevent so many service requests coming in through that route. DS advised also need to tidy up wording about anti-social behaviour to separate reports of that from complaints. All agreed that the page could be made clearer. **JH will liaise with LE to see if we can track – ACTION.**

VF advised there are also ways to track and add search terms to ensure they are going to the right place.

DS suggested a review of stage 1 complaints that had a response time extension as the figures were quite high. From an Assets and Compliance point of view AFH and MT advised it's often because we're awaiting a response from external contractor or for a delivery of something. However, they also advised that cover for them is not arranged for periods of absence. **AFH and FD to take up with Richard Spencer regarding cover – ACTION.**

There is functionality on the portal to record the reason for extending the response time on complaints which all agreed must be used.

PW enquired what happens if someone was on long-term sick leave? All agreed it needs to be added to future agenda for this meeting.

ACTION: KL to add 'Review of complaint extensions' to next meeting agenda.

ACTION: DS will look at responsibility for acknowledgements and allocation of complaints.

AFH advised that forthcoming issue will be portable solar panels which are now available, have already had one complaint – to be reviewed.