



# Housing Complaints Task Force Q4

January – April 2025

# Agenda



- ▶ Welcome & Introductions
- ▶ Actions from Last Meeting
- ▶ Q4 Complaint figures
- ▶ Housing Ombudsman Data, Housing Ombudsman Updates, and Regulator Update
- ▶ Compliments
- ▶ Lessons Learned and Preventative Actions for last quarter
- ▶ Up Next
- ▶ AOB

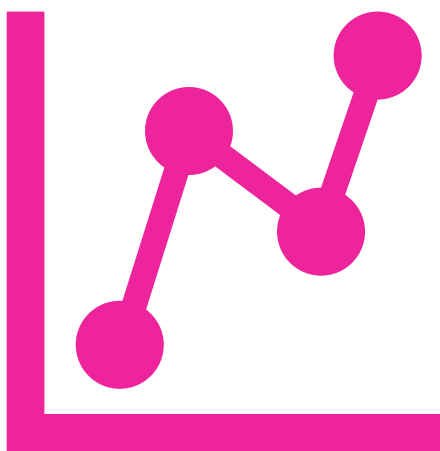
# Actions from Previous Meeting



- ▶ ALL - Ensure Contract Managers pick up with their contractors.
- ▶ DW - to send link to LP on ASB report from Ombudsman – DONE

# Complaints Data

Q4 – January – April 2025



# Housing Repairs and Maintenance (inc. Voids) – Q4



- ▶ Year on Year Comparisons
  - ▶ Q4 2023/24 – 125 Stage One Complaints
  - ▶ Q4 2024/25 – 53 Stage One Complaints Received
- ▶ Outcomes for Q4
  - ▶ 25 – Upheld
  - ▶ 16 - Not Upheld
  - ▶ 5 - Not Considered to be a complaint
  - ▶ 1 - Comment Received
  - ▶ 6 – not yet determined
- ▶ Timeframes
  - ▶ 3.5 days average to acknowledge
  - ▶ 9.54 days average to respond

# Property Assets and Compliance

## Property Assets (inc. A&As)

- ▶ Year on Year Comparison
  - ▶ Q4: 2023/24 - 7
  - ▶ Q4: 2024/25 – 21
- ▶ Outcomes for Q4 2024/25
  - ▶ 3 – Blank
  - ▶ 2 – Upheld
  - ▶ 2 – Not Upheld
  - ▶ 1 – Withdrawn
- ▶ Timeframes
  - ▶ 5.23 – Average working days to acknowledge
  - ▶ 11 - Average working days to respond

## Compliance (Big 7)

- ▶ Year on Year Comparison
  - ▶ Q4: 2023/24 - 54
  - ▶ Q4: 2024/25 – 56
- ▶ Outcomes for Q4 2024/25
  - ▶ 33 – Blank
  - ▶ 12 – Upheld
  - ▶ 9 – Not Upheld
  - ▶ 2 – Not considered to be a complaint
- ▶ Timeframes
  - ▶ No acknowledgements registered
  - ▶ 11.11 - Average working days to respond



# Tenancy Services



- ▶ Year on Year Comparisons
  - ▶ Q4 2023/24 – 16
  - ▶ Q4 2024/25 – 31
- ▶ Outcomes for Q4
  - ▶ 10 – Upheld
  - ▶ 15 - Not Upheld
  - ▶ 6 - Not Considered to be a complaint
- ▶ Timeframes
  - ▶ No acknowledgements registered
  - ▶ 9.16 days average to respond

# Housing Solutions



- ▶ Year on Year Comparisons
  - ▶ Q4 2023/24 – 2
  - ▶ Q4 2024/25 – 15
- ▶ Outcomes for Q4
  - ▶ 1 – Upheld
  - ▶ 3 - Not Upheld
  - ▶ 8 - Not Considered to be a complaint
  - ▶ 3 – not yet determined
- ▶ Timeframes
  - ▶ No acknowledgements registered
  - ▶ 7.50 days average to respond



# Stage 2 Housing Complaints



- ▶ Year on Year Comparisons
  - ▶ Q4 2023/24 – 19 S2 Complaints
  - ▶ Q4 2024/25 – 25 S2 Complaints Received
- ▶ Outcomes for Q4
  - ▶ 9 – Upheld
  - ▶ 5 - Not Upheld
  - ▶ 8 - Not Considered to be a complaint
  - ▶ 3 – Still Open
- ▶ Timeframes
  - ▶ 2.50 average days to acknowledge
  - ▶ 14.09 average days to respond

# Stage Two Themes



- ▶ We are continuing to see a high level of stage two complaints regarding our Gas Compliance Contractor for poor communication, missed appointments, and repairs not taking place in a timely manner.
- ▶ We have seen instances of work not being completed following a stage two complaint, including one family that attended the Meet the Ombudsman day on Tuesday 15<sup>th</sup> April 2025.
- ▶ Overall, we continue to see poor communication provided to our tenants and this continues to be a theme across most stage two escalations.

# Compliments Q4



- ▶ *The plumber attended today, and he wanted to passed on his thanks. The plumber was really helpful and did a great job. He also left the bathroom so clean and tidy that you wouldn't know he had been there.*
- ▶ *'Hi I recently had 2 new doors fitted in my bungalow and I would just like to leave good feedback to the carpenter for doing a good job polite and respectful and cleaned up after himself'*
- ▶ *'Operative that attended was very helpful and very polite and professional'*
- ▶ *'would like to compliment the chap who came out this morning (05/02/25) to fix her shower, he was very professional and friendly, nothing was too much trouble for him and he was really very very kind.'*

# Good News – Satisfaction



## ▶ TSM for Complaint Handling

### ▶ Babergh

▶ 23/24 – 26%

▶ 24/25 – 31%



### ▶ Mid Suffolk

▶ 23/24 – 26%

▶ 24/25 – 35%



# Reminders for Responders



- ▶ Acknowledgement of complaints on the system within 5 working days (template is in the SharePoint files here: [Complaint Files](#))
- ▶ Complete outcomes at the point of complaint closure
- ▶ If unable to respond in the allotted 10 working days, use the extension function, ensuring tenant has been advised
- ▶ Communicate with other teams to find out information and take ownership of your complaints
- ▶ If a complaint is about you, or you are mentioned in the complaint, please don't be the one to respond.

# Housing Ombudsman Determinations Q4



- ▶ The first determination was received in January found that there was maladministration in the landlords handling of damp and mould, as well as complaint handling. The Council were ordered to ensure that all works previously highlighted were completed, as well as paying compensation of £1550.
- ▶ The second determination in Q4 was also for Babergh. The report found that there was service failure in the handling of the proposed extension. The Council have been informed that we are required to send a surveyor to the property to see if there is any appropriate work that can be carried out to the extension to make it a habitable space or consider any other viable options. The Council were also instructed to apologise for the failings highlighted in the report and issue a compensation payment of £200

# Ombudsman Learning – Severe Maladministration – Big 6



- ▶ Full Report can be found here [Learning from severe maladministration report – March 2025](#)

## Key Takeaways

- ▶ **Fire** - Where residents have had to chase the landlord for information or action, it should consider the time and trouble as well as the impact on the resident, when handling a complaint.
- ▶ **Gas** - Where complaints about gas safety or leaks are made, landlords must consider the resident's fuel costs when calculating compensation where relevant. This can be important to ensure the landlord's communication is empathetic to help rebuild trust with the resident.

# Ombudsman Learning – Severe Maladministration – Big 6



Key Takeaways continued...

- ▶ **Electrical Safety** - If a landlord is unable to meet the emergency timescales required around electrical safety, it must consider what alternative arrangements it can offer the resident. This may include an alternative power source or temporarily being moved from the property.
- ▶ Considering temporary moves is especially important depending on the time of year and circumstances of the household, especially where children or health conditions are present.
- ▶ It is appropriate to make the electrics safe before dealing with the root causes of the issue, but in doing so landlords must maintain clear communication with the resident during what can be a stressful and anxious time, especially if the household contains children.
- ▶ Hazards and wider issues with a property's condition can interlink. A landlord failing to deal with a leak for a long period could cause new problems with electrics and create further damage to the living environment. It is also important for landlords to listen to the resident and their experience of living in the home, to ensure landlords do not miss issues or dismiss valid concerns about electrical safety.



# Ombudsman Learning – Severe Maladministration – Big 6



Key Takeaways continued...

- ▶ **Asbestos Management** - When related to repairs, the presence of asbestos may turn a routine repair into an emergency, requiring nimble triaging where appropriate.
- ▶ As with all safety and hazard-related topics, open communication and the provision accurate information to the resident living in the home is essential as the household could be particularly concerned where children or health conditions are present.
- ▶ Where resident behaviour is unreasonable, landlords may need to take action to manage the behaviour in accordance with its policies without losing sight of the need to resolve the potential hazard.

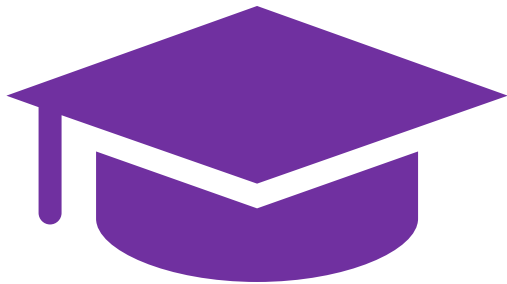
# Ombudsman Learning – Severe Maladministration – Big 6



Key takeaways continued...

- ▶ **Legionella (water hygiene)** - In some cases, the causes can be complex. This means the landlord may need to consider appropriate mitigations, including avoiding financial hardship for the household or a temporary move, especially where the household's circumstances can present greater risks. Communication is also key, with the resident but also between the different parties involved to resolve to issues.
- ▶ **Lifting Operations and Lifting Equipment Regulations (LOLER)** - Landlords should assess any underlying cause of lift outages to see whether more than a repair is needed and provide clear communication to residents throughout this time. This can be complex and therefore this communication is even more important.

# Lessons Learned this Quarter – Activity



- ▶ What lessons have we learnt?
- ▶ What preventative actions/changes have been made or are planned as a result?

# Up Next...



New Complaint Figure Reporting - Split by teams and acknowledgement timescales included



New Governance Reporting - Quarterly report to cabinet on complaint performance



Complaint Scrutiny - Tenant Board



**AOB**