



Housing Complaints Task Force Q4

1st January – 31st March 2026

Agenda

- ▶ Welcome & Introductions
- ▶ Actions from Last Meeting
- ▶ Q4 Complaint (Stage 1 & 2) figures by Team
- ▶ Lessons Learned – New Format
- ▶ Housing Ombudsman Updates
- ▶ Compliments
- ▶ Complaint Scrutiny Recommendations Progress
- ▶ AOB



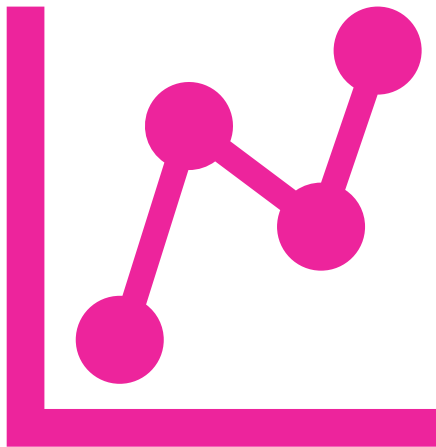
Actions



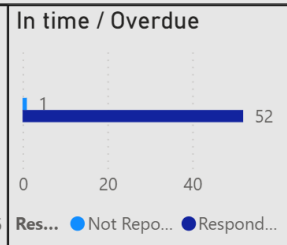
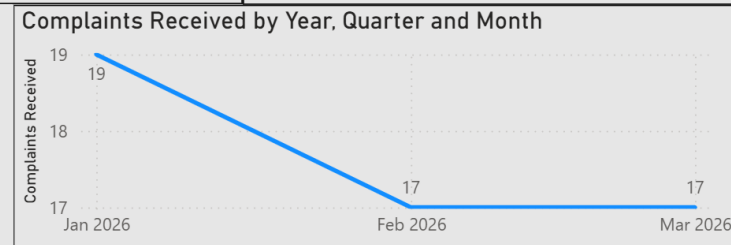
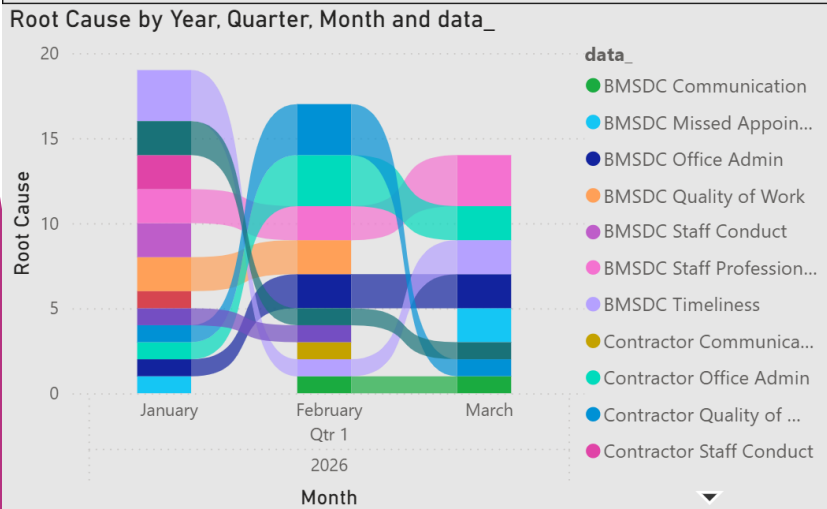
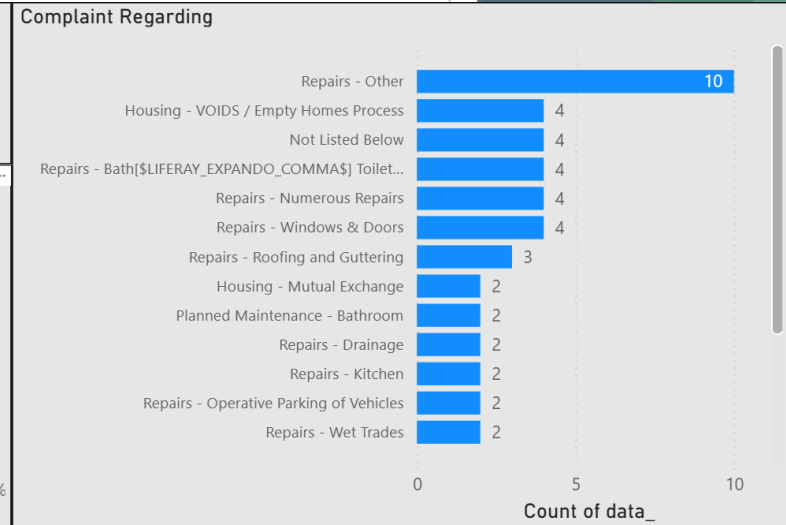
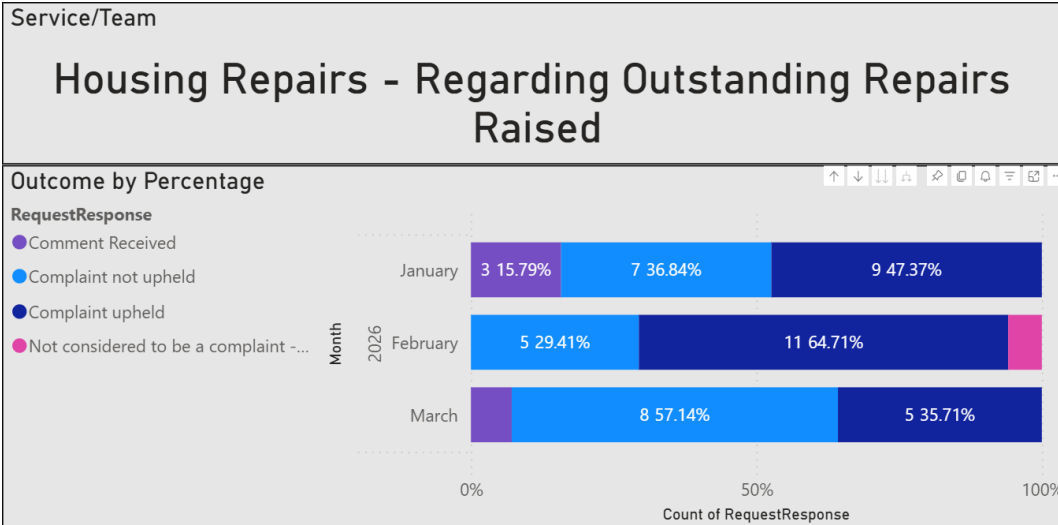
- ▶ Q1 complaints report – **Action SD will feed back to team to look at responding to complaints on time.**
- ▶ Lessons learnt – **Action KL to check with MT regarding handout to contractors.**
- ▶ Lessons learnt – **Action DW advised from next meeting each service area must present on theirs.**

Complaints Data, Lessons Learned, and Service Improvements

Q4 and Annual Data Overview



Q4 Complaint Data - Housing Repairs and Maintenance (inc. Voids)



Number Received

53

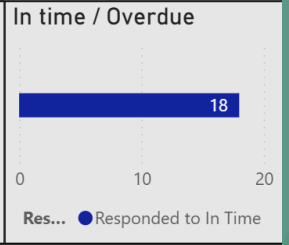
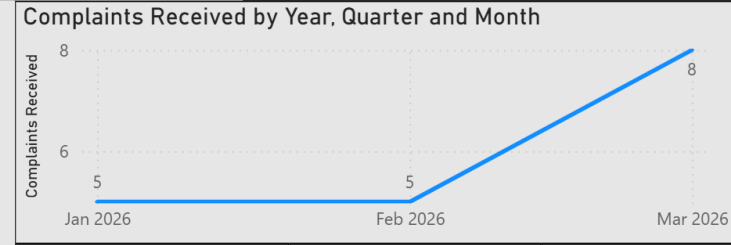
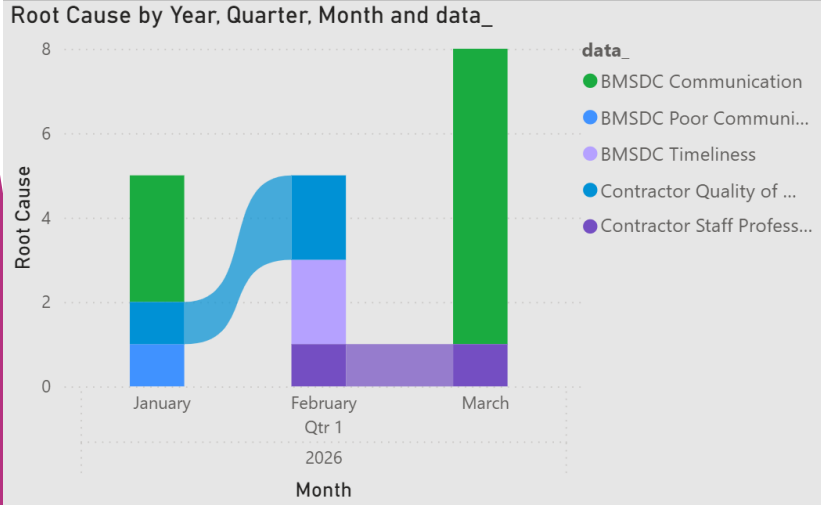
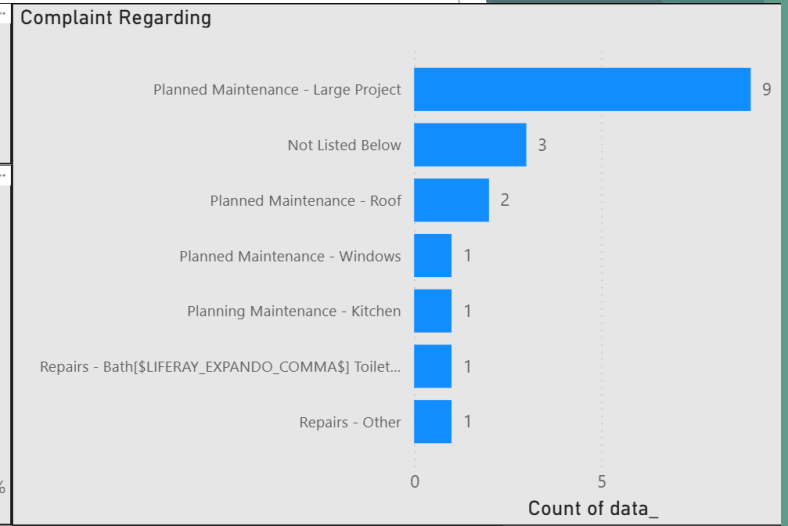
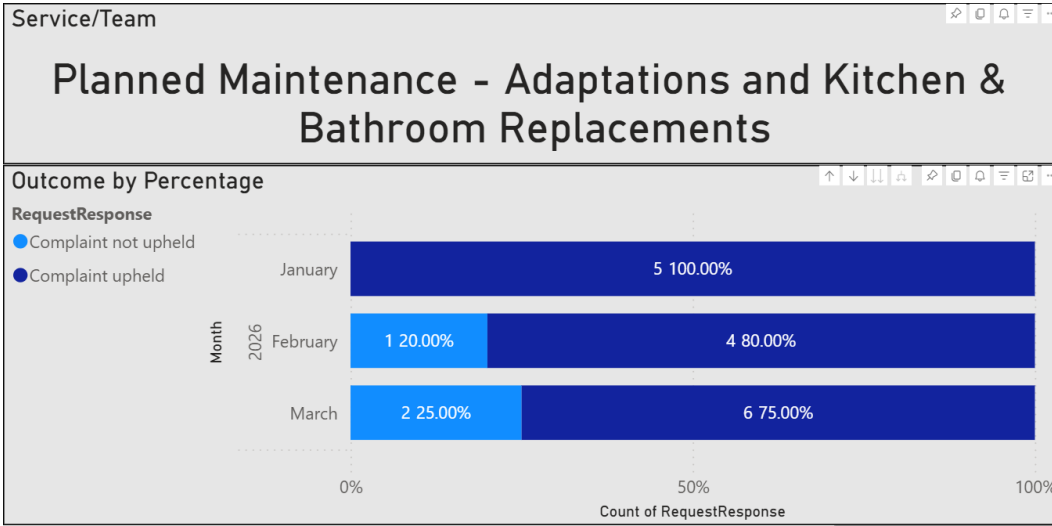
Average Response (Working Days)

11.32

Total Number of Extensions in Period

15

Q4 Complaints Data - Property Assets



Number Received

18

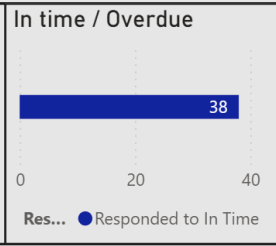
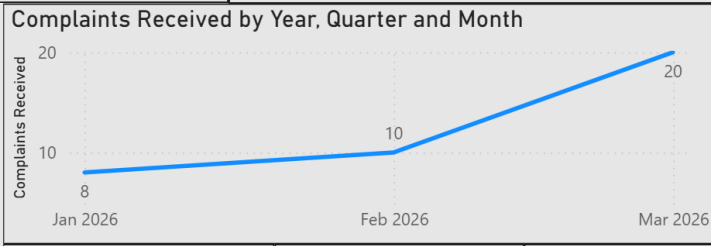
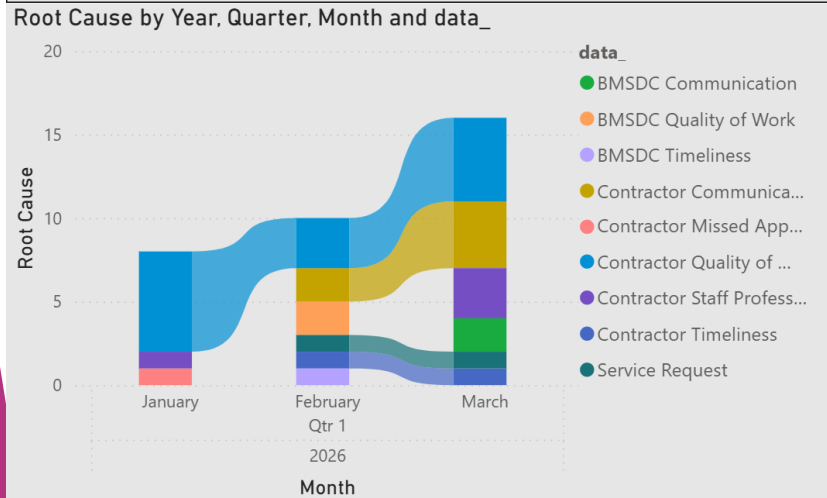
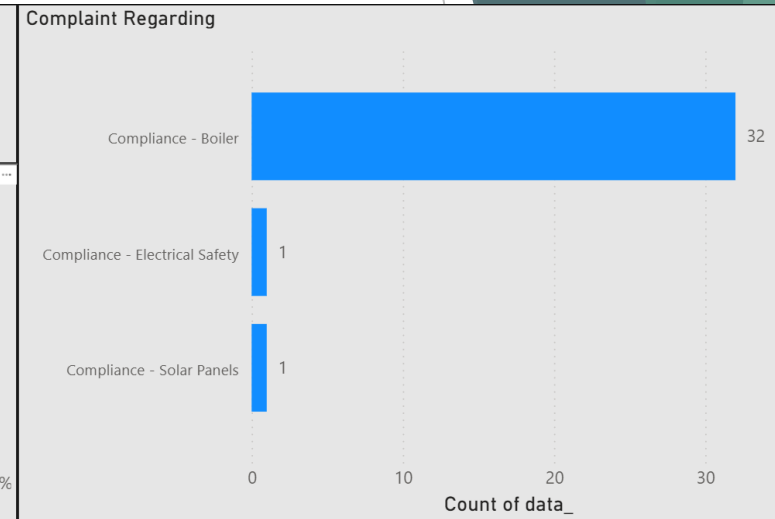
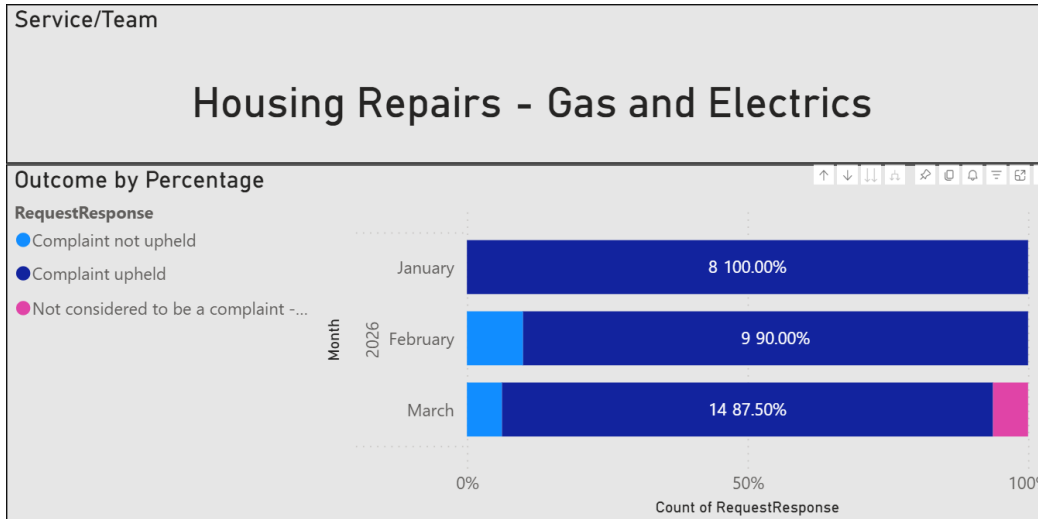
Average Response (Working Days)

11.83

Total Number of Extensions in Period

10

Q4 Complaints Data - Gas and Electrics



Number Received

38

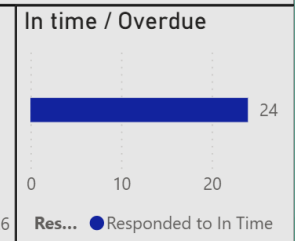
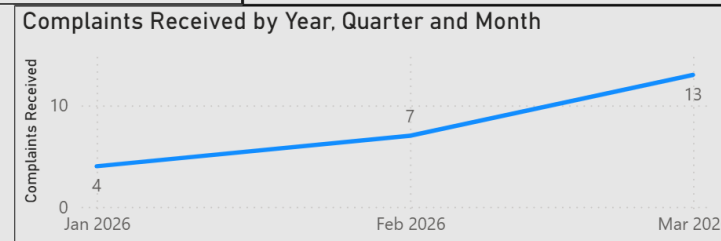
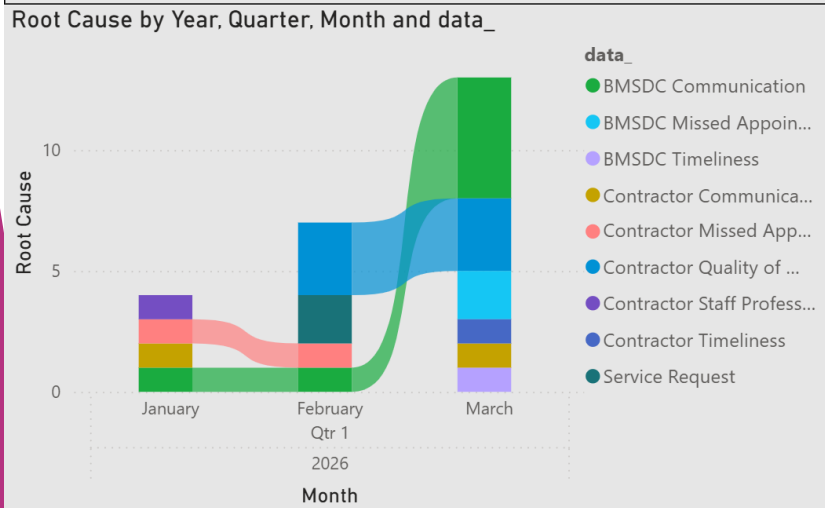
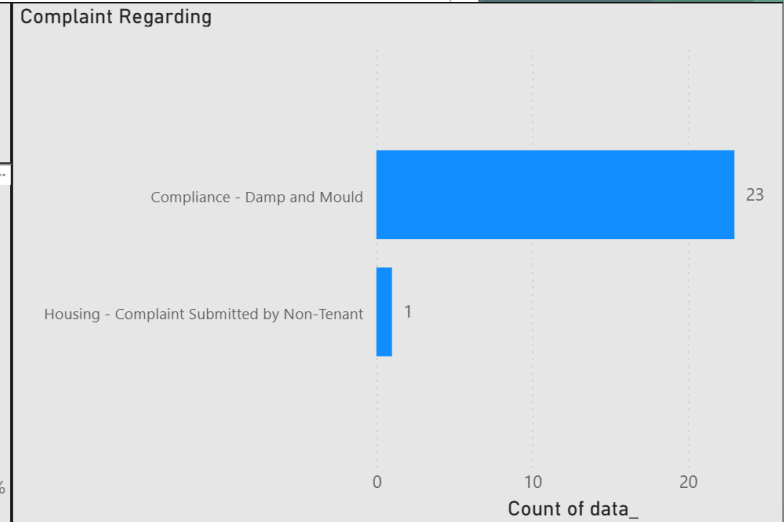
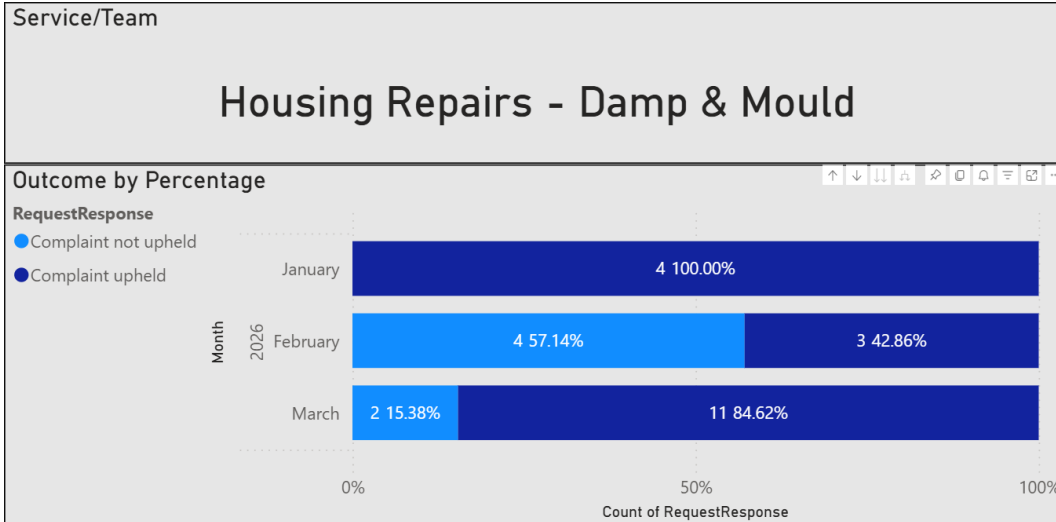
Average Response (Working Days)

13.95

Total Number of Extensions in Period

21

Complaints Data - Damp and Mould



Number Received

24

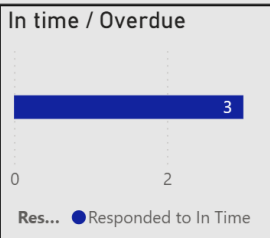
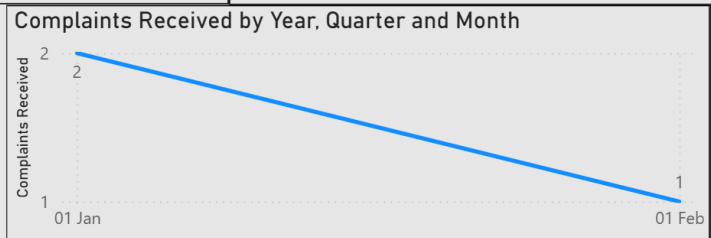
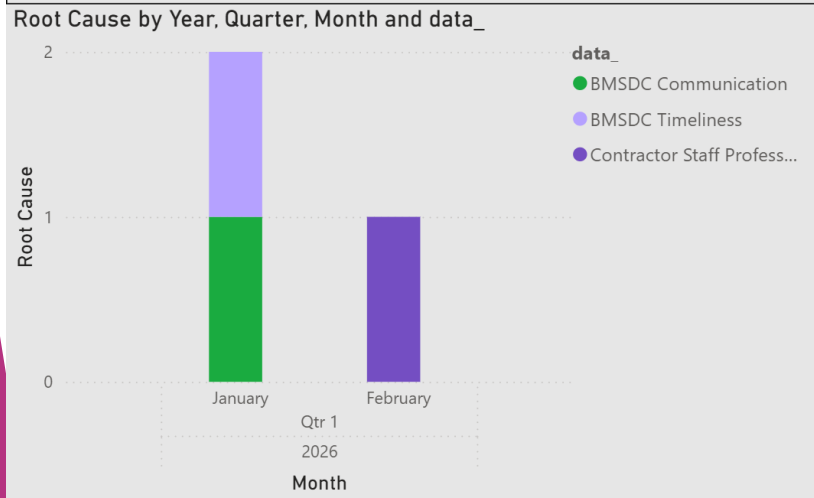
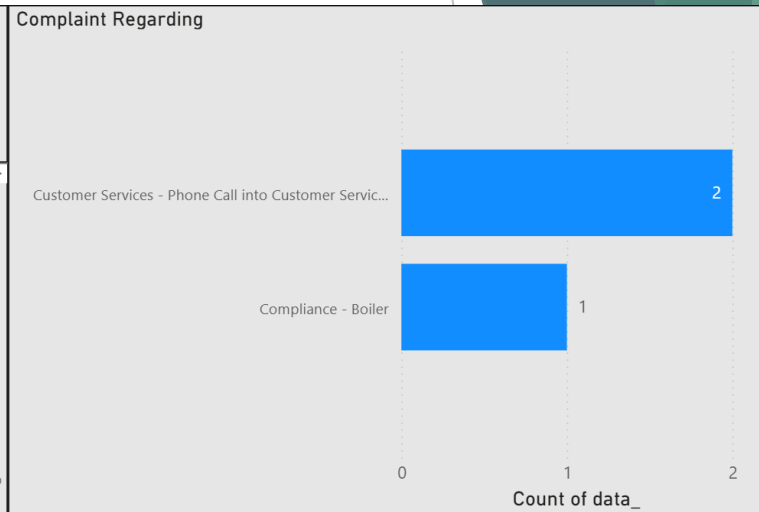
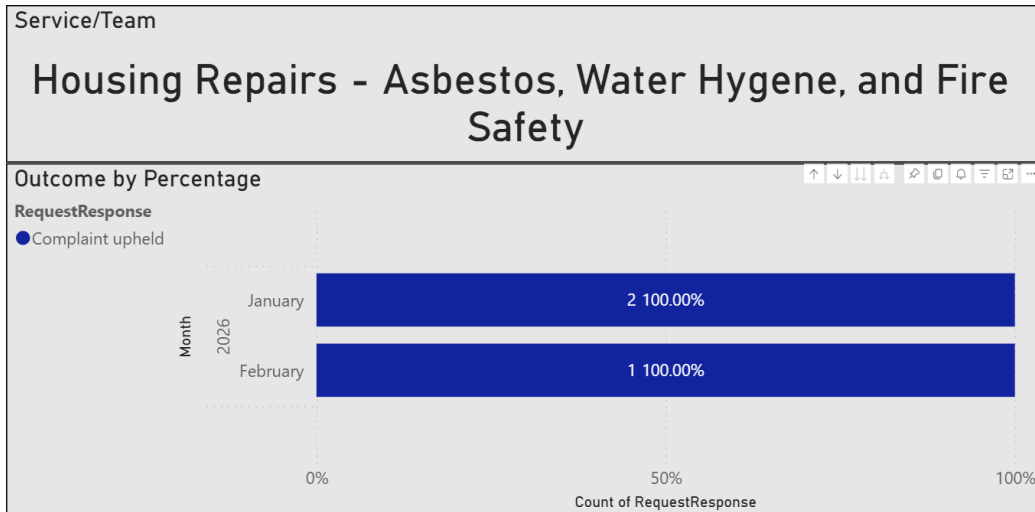
Average Response (Working Days)

15.13

Total Number of Extensions in Period

19

Complaints Data - Asbestos, Water Hygiene, and Fire Safety

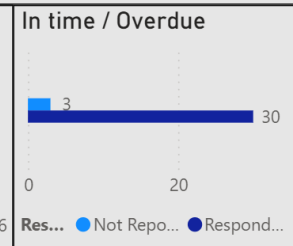
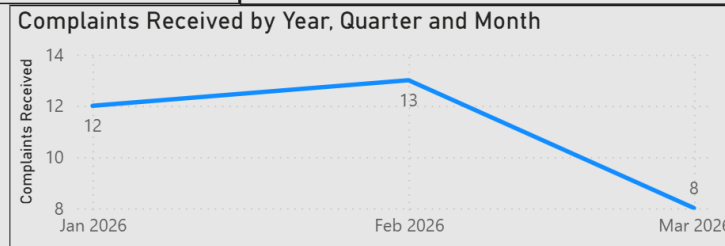
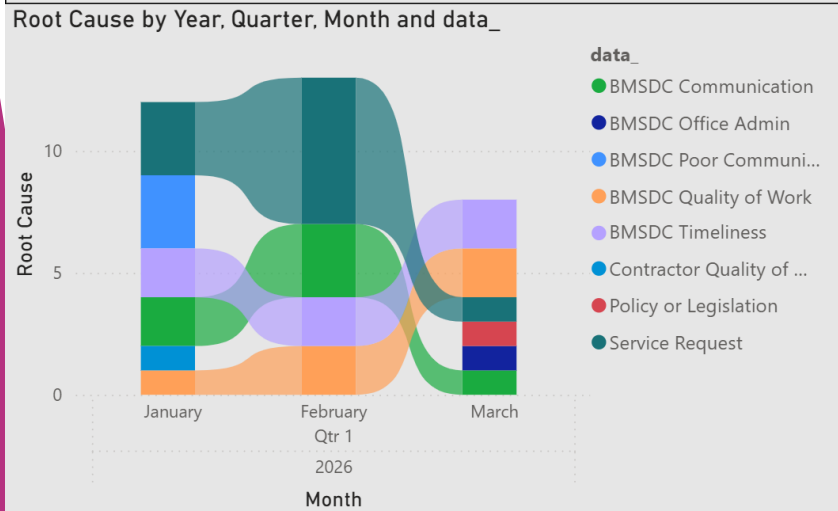
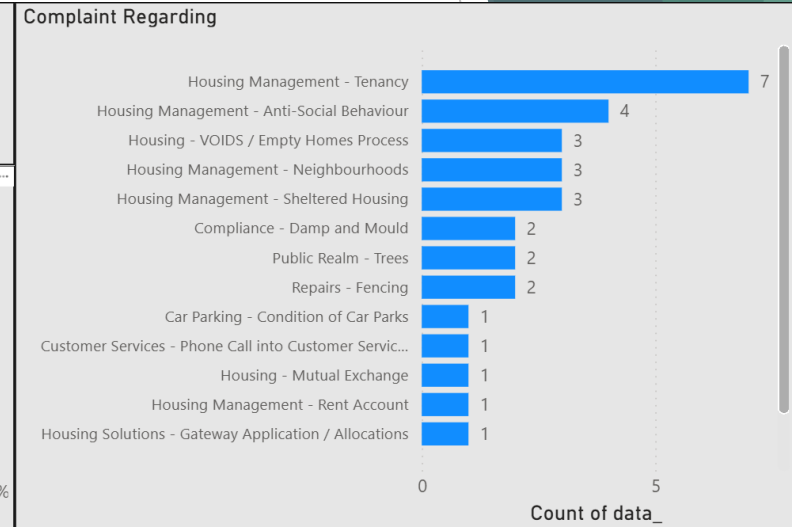
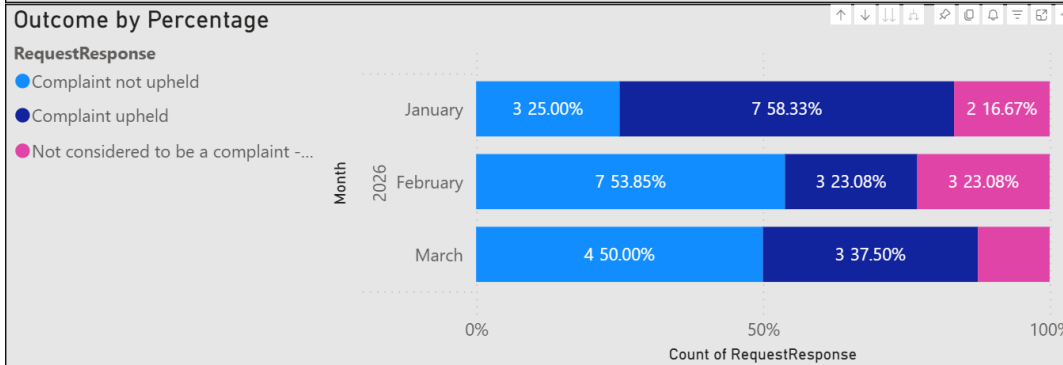


Number Received	Average Response (Working Days)	Total Number of Extensions in Period
3	8.00	1

Complaints Data - Tenancy Services



Service/Team Anti-Social Behaviour, Tenancy Services, and Sheltered Housing



Number Received

33

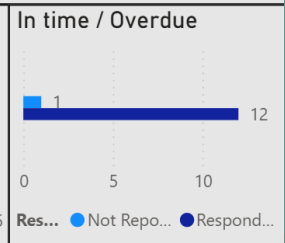
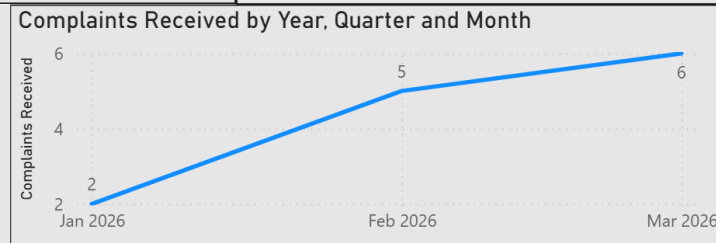
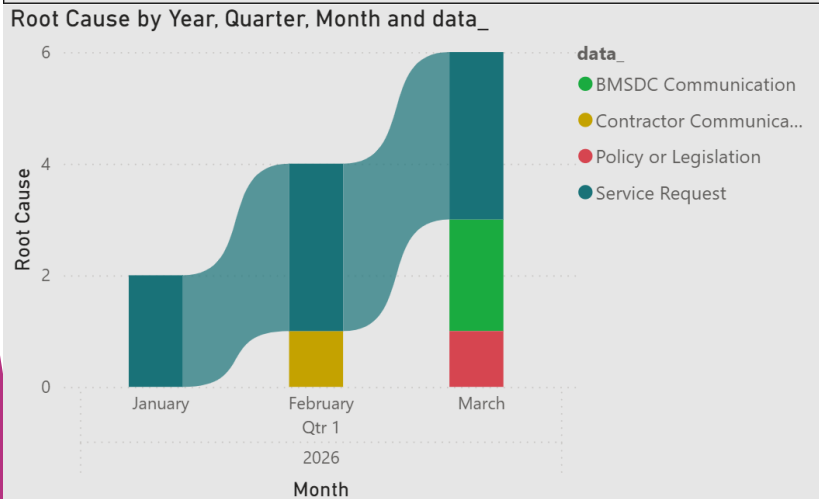
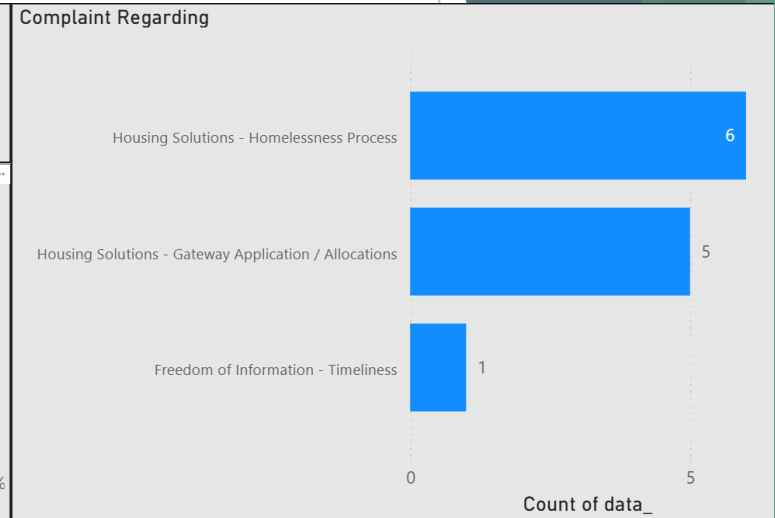
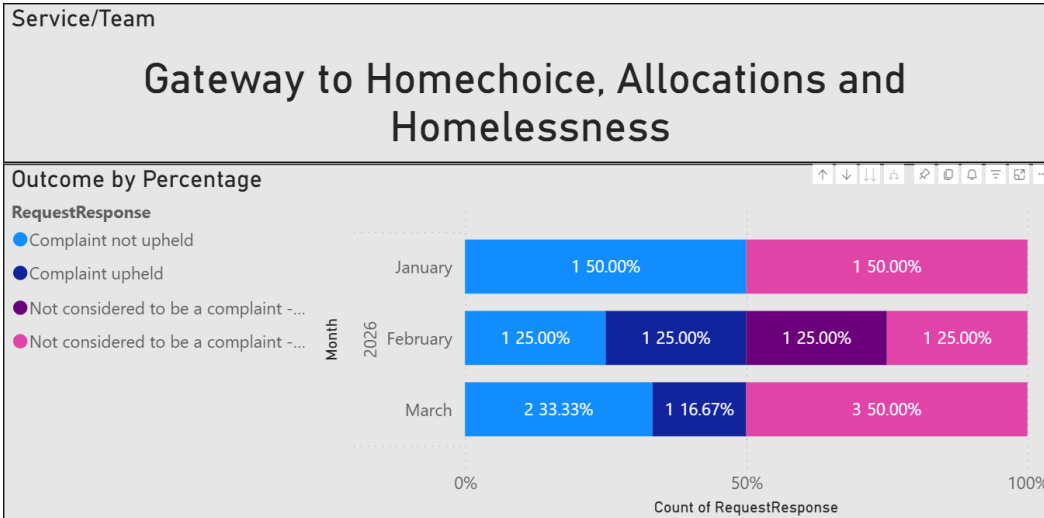
Average Response (Working Days)

10.06

Total Number of Extensions in Period

6

Complaints Data - Housing Solutions



Number Received

13

Average Response (Working Days)

9.69

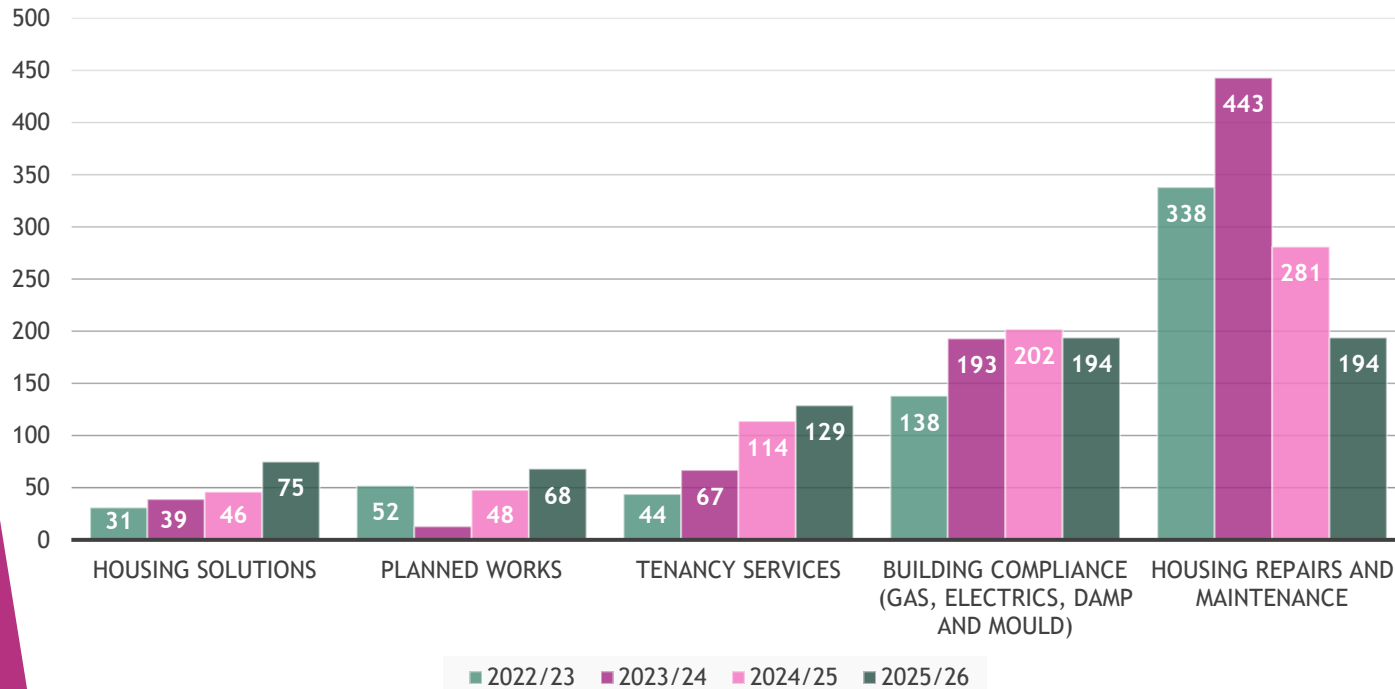
Total Number of Extensions in Period

None

2025/26 Complaints Data Comparison



Complaints Received by Team (Housing)



Q4 Stage 2 Housing Complaints



- ▶ 27 Stage Two Complaints
 - ▶ 15 upheld
 - ▶ 9 not upheld
 - ▶ 3 not considered to be a complaint
- ▶ Increase on Q3 in 2025 – up from 21
- ▶ Themes:
 - ▶ Lack of communication leading to escalation, lack of action plans and confirmed dates of visits provided in stage one response leading to delays
 - ▶ Escalations challenging findings at stage one.
 - ▶ Please remember to request evidence from contractors to support complaint findings
 - ▶ Complaints regarding the quality of work being undertaken



Lessons Learned and Service Improvements Activity

Lessons Learned

- ▶ Reviewed outcomes and root causes listed on system
- ▶ We are still seeing the same lessons learned and planned service improvements surrounding:
 - ▶ Van stock
 - ▶ Poor or lack of communication
 - ▶ BER Matrix
 - ▶ Voids Process
- ▶ Often a clear lack of detail about the learning saved on the system:
 - ▶ *“Good communication is essential”*
 - ▶ *“Need to plan works further in advance”*
 - ▶ *“Contractor to carry out works in a timely fashion”*
- ▶ Ensure that Lessons Learned are Specific, Measurable, Achievable, Relatable and Timely.



Lessons Learned and Service Improvements Register



- ▶ The plan is to have teams own and update this document
- ▶ This will need to be updated regularly and will now be the Housing Services bible for service improvements
- ▶ Use feedback from other sources such as transactional surveys and satisfaction measures and include
- ▶ This will allow teams to view positive changes and planned improvements across the housing service
- ▶ This will ensure that the feedback loop is closed – You Said, We’ve Listened.

Activity - Knowledge Sharing

- ▶ What improvement made recently has improved your service?
- ▶ How did it improve the service delivered in your team?
- ▶ How have you tracked the improvement?
- ▶ What could other teams learn?



Improvements Made, Benefits Seen and What You can Take Away

- ▶ Group One
 - ▶ 1)
- ▶ Group Two
 - ▶ 2)
- ▶ Group Three
 - ▶ 3)



Housing Ombudsman Press Releases – Hazards



- ▶ [Onward Homes introduces new processes after vulnerable family left living with multiple hazards](#)
- ▶ **Overview of Findings**
 - ▶ Severe maladministration: vulnerable family lived in poor conditions for ~2 years
 - ▶ Repeated reports of damp, mould, mites with clear health impacts
 - ▶ Surveys found structural defects and multiple hazards
 - ▶ Landlord failed to fix root causes or consider temporary rehousing
- ▶ **Improvements (post-review):**
 - ▶ New formal process for damp/mould (aligned with Awaab's Law)
 - ▶ Better training, risk identification, and senior oversight
 - ▶ Strengthened decant (temporary move) procedures
 - ▶ Key changes: support referrals, clear records, high-risk flagging, single evidence log, resident sign-off before closure
 - ▶ 12-month review of similar cases to drive further improvement

Housing Ombudsman Press Release – Voids



- ▶ [Plexus overhaul voids process after young child moved into damp home](#)
- ▶ **Overview of Findings**
 - ▶ Severe maladministration in handling damp, leaks, and mould
 - ▶ Vulnerable family moved from one damp home into another unsafe property
 - ▶ Known issues (leaks, water damage, damp risks) not resolved before move-in
 - ▶ Repairs delayed, poor complaint handling, and failure to act on survey recommendations
- ▶ **Improvements (post-review):**
 - ▶ Stronger void process checks before letting properties
 - ▶ Mandatory review of property history and survey actions
 - ▶ Supervisor sign-off on repairs pre-let
 - ▶ Better repair prioritisation, record keeping, and oversight
 - ▶ New decant policy for major repairs
 - ▶ Review identified 4 additional affected cases, all addressed

Housing Ombudsman Press Release – Tenancy Process



- ▶ [Bristol City Council overhaul tenancy process](#)
- ▶ **Overview of Findings**
 - ▶ Severe maladministration: vulnerable resident made homeless and belongings disposed of without consent
 - ▶ Landlord failed to confirm tenancy status, communicate properly, or consider vulnerabilities
 - ▶ Locks changed, benefits cancelled, and possessions removed without adequate checks
 - ▶ Poor record keeping, complaint handling, and safeguarding response
- ▶ **Improvements (post-review):**
 - ▶ Staff training on communication and tenancy processes
 - ▶ Stronger record keeping and tenancy agreement review
 - ▶ Commitment to consider vulnerabilities in all housing actions
 - ▶ New process for handling and storing residents' belongings
 - ▶ Wider review used to identify and address systemic failures



Complaints Experts Findings Q4

Methodology



- ▶ Three (redacted) complaints with our corresponding responses were shared with a group of tenants along with a survey link.
- ▶ The questions were altered slightly from previously to avoid 'yes/no' responses and get more narrative.
- ▶ Four questions were asked for each case:
 - ▶ What did you think of the complaint and response generally?
 - ▶ What parts of the response answered the concerns?
 - ▶ What improvements could have been made?
 - ▶ Is there anything that should have been added?
- ▶ The complaints were chosen randomly but we ensured they were each for a different element of our service provision.
- ▶ Nine tenants responded – up from 8 last quarter.

Summary of Complaints



► Complaint 1

A council officer visited a tenant's home unannounced, with no identity badge and spoke with the tenant's son about a tenancy issue. The son is vulnerable and the tenant didn't feel the officer behaved appropriately.

► Complaint 2

Our contractor marked a job as completed but it wasn't finished and their behaviour and communication had been poor.

► Complaint 3

A tenant was left without heating as we removed their oil-fired boiler, we then replaced it with an ASHP which they felt was a great deal more expensive and they hadn't had information on how to use the system.

Complaint 1

- ▶ The majority of tenants felt the complaint was completely justified and that the response was fair.
- ▶ However, two commented that they had often been asked about vulnerabilities in their household, so it was the tenant's responsibility to inform the Council.
- ▶ It was generally thought though that tenants being spoken to about leaving rubbish out was a positive thing.
- ▶ The main point of learning was seen to be that all officers should have their identity badges when speaking to tenants.
- ▶ There was also a comment about capitalisation being incorrect, so this needs checking.

Complaint 2

- ▶ Many of our respondents said this sounded sadly familiar.
- ▶ However, all praised the response as being ‘Good, detailed professional response’.
- ▶ Communication was identified as the key problem, especially complicated by handing back and forth between council and contractor.
- ▶ *‘As a tenant the lack of communication is one area I find very frustrating. Turning up unannounced can also be frustrating but it can also sometimes be a bonus meaning the job can be resolved quicker.’*

Complaint 3

- ▶ This was acknowledged to be a complicated issue as there was a need to balance sustainability with costs.
- ▶ It was pointed out that there wasn't an apology for the 3 months without heating; *'it merely 'acknowledges' this as 'inconvenience' and 'disruption' which sounds rather dismissive.'*
- ▶ *'Could some sort of process have been put into place to help with costs during the first months of the new system being installed making the move from oil to heat pump a little easier.'*
- ▶ It was pointed out that more information and being fully informed during decision making could have helped.

Points for improvement

- *As usual – communication.*
- Better process for keeping tenants informed when moving from one heating system to another.
- Policy of always wearing ID badges.
- Review template wording.

Complaint Scrutiny Update



- ▶ Recommendations approved by Tenant Board and ratified by Overview and Scrutiny Committee.
- ▶ Complaints Experts recruited via MyHomeBulletin and involved tenants' groups.
- ▶ Second audit carried out by 9 tenants.
- ▶ Action plan monitored and updated on following:
 - ▶ Complaints Experts now 100% completed but will continue to recruit.
 - ▶ Adjustments to vulnerability at 80% due to GTKY project - now have over 90% full information up from 20%
 - ▶ Lessons learnt now at 100%
 - ▶ Complaint response audit now at 100%
 - ▶ Action Plan up to 88% completed overall



AOB