Hull City Council

Neighbourhoods & Housing

Customer Feedback Insight Report

Quarter 4
(January – March 2026) and Annual report 2025/2026

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1. **Executive Summary**

Information in this report is based on analysis of feedback received through the Council's formal feedback scheme and via official routes into the Council. Reports are produced quarterly, with the 4th quarter report also providing annual data and context.

The Regulator of Social Housing's (RSH) Transparency, Influence and Accountability Consumer Standard sets out that 'Tenants' complaints are addressed fairly, effectively and promptly'.

- The number of non-repairs Stage 1 complaints received in Q4 (98) remains somewhat consistent with the number received in Q3 (91). (5.1.1)
- 98% of the Stage 1 complaints for non-repairs were completed within the overall target and parameters of the complaint handling code. (5.2.2)
- 65% of Stage 1 complaints for non-repairs were upheld/partially upheld in Q4 (64). This has increased from 58% in Q3. (5.3.1)
- The number of repair Stage 1 complaints received in Q4 (250) has increased significantly by 33% from Q3 (180). (6.1.1)
- 90% of the Stage 1 complaints for repairs were completed within the parameters of the complaint handling code (6.2.2)
- 74% of Stage 1 complaints for repairs were upheld/partially upheld in Q4 (184). This is the same percentage seen in Q3. (6.3.1)
- Non-repairs received 31 Stage 2 reviews in Q4, which is consistent with the 30 received in Q3. (7.1.1)
- 100% of the Stage 2 reviews for non-repairs were completed within the overall target and parameters of the code. (7.2.2)
- 68% of Stage 2 reviews for non-repairs were upheld/partially upheld in Q3 (21). This has increased from Q3. (7.3.1)

- The number of Stage 2 reviews received for repairs in Q4 (33) has decreased from 37 in Q3. (7.4.1)
- 97% of the Stage 2 reviews for repairs were completed within the overall target and parameters of the complaint handling code. (7.5.2)
- 61% of Stage 2 reviews for repairs were upheld/partially upheld in Q4 (20). (7.6.1)
- We have seen an increase in the volume of complaints received for N&H throughout the year, excluding December 2025, when we received the lowest number (10.1)
- The total number of complaints received for 2025/26 (1083) has increased by 22% from the previous year (870). (10.2)
- 92% of the Stage 1 complaints across N&H in 2025/26 were completed within the overall target and parameters of the complaint handling code. (10.2.2)
- 68% of all N&H complaints in 2025/26 have been upheld or partially upheld. This has decreased from 57% in 2024/25. (10.3.1)
- N&H have received 241 compliments altogether in 2025/26. This has decreased from the 364 we received in 2024/25. (13.1.3)

2. **Background**

• The Neighbourhoods & Housing (N&H) feedback process is part of the wider HCC feedback scheme. Letters and documents to residents/complainants conform to corporate templates and the corporate GovService IT software is used to record Complaints, Compliments and Suggestions.
• Feedback within N&H is divided into 2 areas.
  i. ‘Repairs’ – encompassing Asset Management and Compliance (HIS)
  ii. ‘Non-Repairs’ – encompassing all other areas of N&H

For ease and collective understanding, the terms ‘Repairs’ and ‘Non-Repairs’ are used throughout this document.

• The External Relations Manager manages repairs feedback.
• The Customer Feedback Manager manages non-repairs feedback and has oversight of all N&H feedback.
• Quarterly feedback relating to repairs is currently discussed in detail with KWL colleagues.
• The Insight Reports will also be shared with the Senior Management Team, Practice Management Team, Scrutiny and the Designated Tenant Panel.

3. **Update on previous recommendations**

	Date	Recommendation	Owner	Update
1	Q3 2025/26	All staff who deal with complaints will need to ensure that they have received training for the upcoming changes to the way housing complaints will be processed. An email was circulated on 27th March 2026 regarding this.	All HoS	The majority of staff have now received the training on this. Professional Practice Officer has confirmed that there are 9 members of staff who have not yet had the training, she chased this up with them and offered mop up sessions but has not heard back. If there are any staff who have not yet had the training, can this please be fed back to the Customer Feedback Manager so that this can be arranged. If there are new members of staff or staff who have

				moved into a role where they will be expected to investigate and respond to complaints, can this also please be fed back to the Customer Feedback Manager so that training can also be arranged for them.
2	Q3 2025/26	If staff are out of the office (either on leave, sick or for another reason), we will need to be informed of this straight away so that complaints can be re-allocated accordingly and we can work towards still meeting the deadlines for complaint responses. This will be even more important when the Granicus changes come in from April as all of the re-assignment process will need to be done through the system, as opposed to via email.	All HoS	Some staff have updated the Customer Feedback Team that they are due to go on sick and provided us with an update of who to assign complaints to in their absence. If all staff can ensure that they are continuing to inform us that this is the case, we can ensure that complaints continue to be re-assigned accordingly and completed on time.
3	Q3 2025/26	Service improvements are needed to prevent future complaints by ensuring that service requests are monitored, actioned and responded to, tenants are being provided with updates, we are providing correct and consistent information, that professionalism is demonstrated at all times, that we consider and implement reasonable adjustments, that information and data is being input correctly, that delays are managed and prevented (where possible), that communication between teams improves.	All HoS	On-going as some of these themes have been identified again in this Q4 report.

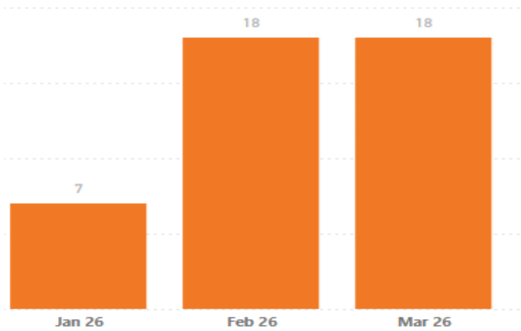
4. **Recommendations from this report**

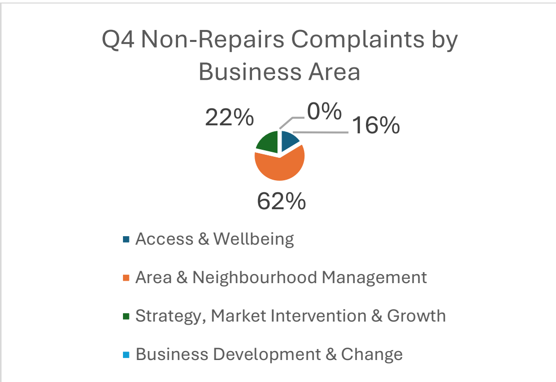
	Date	Recommendation	Owner
1	Q4 2025/26	Service improvements are needed to prevent future complaints by: • Ensuring that service requests are monitored, actioned and responded to • Strengthening consistency, clarity and timeliness of communication • Ensuring customers are kept informed and updated • Improving professionalism and quality of customer interactions and contact • Providing clear and accessible information • Ensuring clear expectations are set and managed, where delays occur • Improving co-ordination across teams and external contractors • Improving accuracy and timeliness of record keeping	All HoS

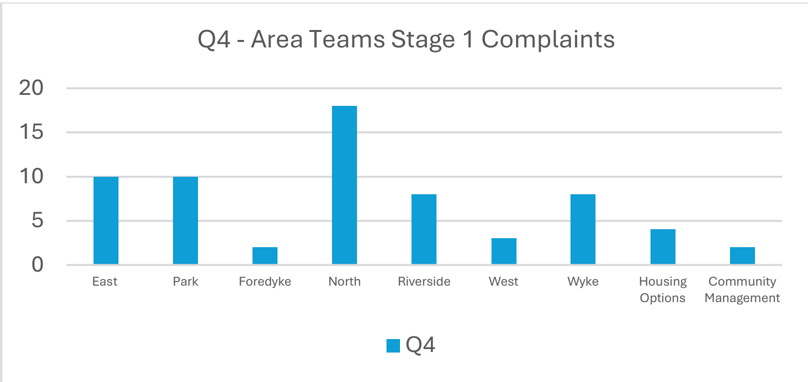
2	Q4 2025/26	Staff to ensure that they are reading the 'Open Customer Feedback' emails sent out by the Customer Feedback Team (CFT) every Friday. This email outlines all the open non-repair complaints, who the Investigating Officer is for these and the due dates. There have been instances recently where it could have been fed back to the CFT a lot sooner that a particular Investigating Officer is currently unable to action the complaint by the due date (e.g. off sick etc.)	All HoS
3	Q4 2025/26	Planned improvements - review upheld/partially upheld cases in more detail to understand increase in complaints and implement any service improvements.	HIS - Maintenance & Improvement Manager

5. **<u>Stage 1 complaint feedback data and performance for Housing Non-Repairs Q4 (Jan-Mar 2026)</u>**

Non-Repairs Complaints Q4 by month







5.1 **Summary of non-repairs Stage 1 complaints in Q4**

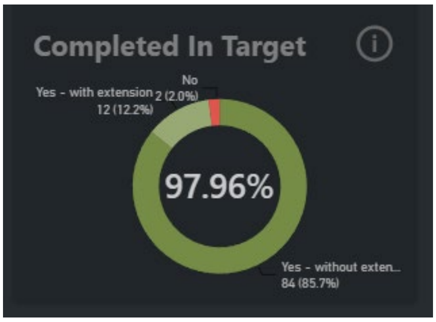
5.1.1 The number of non-repairs Stage 1 complaints received in Q4 (98) remains somewhat consistent with the number received in Q3 (91).
5.1.2 Area & Neighbourhood Management continues to receive the highest number of these with 67% (61) of these being attributed to this area in Q4. This is consistent with the numbers received for this business area throughout the year.
5.1.3 The area team that has received the highest number of Stage 1 complaints in Q4 is North (18).
5.1.4 Business Development & Change have not received any Stage 1 complaints in Q4.
5.1.5 There were 3 Stage 1 complaints that were withdrawn in Q4, all for Area & Neighbourhood Management. The reasons for withdrawing these complaints is below:

- Investigating Officer spoke with the complainant who advised that she had decided not to follow through with corporate complaint

- Investigating Officer spoke with the complainant who advised that all issues had been resolved and therefore they were happy with withdraw the complaint
- Investigating Officer spoke with the complainant, discussed a number of ways in which to help and support with their rent arrears and they were happy to withdraw the complaint

5.2 Non-Repairs Stage 1 complaints Q4 answered within target

(KPI – Stage 1 Complaints – 10 working days)



2025/26 Non-Repairs Complaints by Business Area	Q4 Stage 1 Complaints	Q4 % completed within 10 working days
Access & Wellbeing	16	88%
Area & Neighbourhood Management	61	92%
Strategy, Market Intervention & Growth	21	67%
Business Development & Change	0	100%
	98	

5.2.1 86% (84) of Stage 1 complaints for non-repairs were answered within the initial 10 working days in Q4 – this has improved from 76% in Q3.

5.2.2 12 of these had extensions granted in line with the Ombudsman's complaint handling code – **98%** of the Stage 1 complaints for non-repairs were therefore still completed within the overall target and parameters of the code.

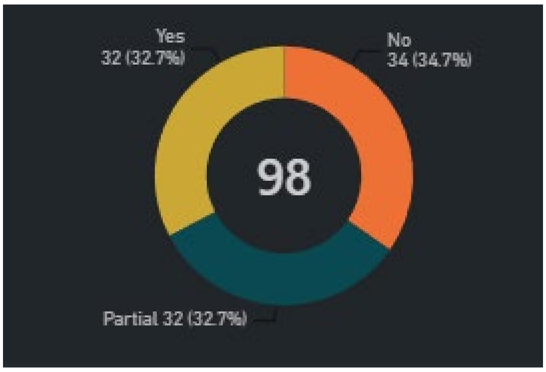
5.2.3 The 12 cases where extensions were granted were compliant with the complaint handling code, with holding letters being sent out to keep customers informed. The details of the extensions are below:

Access & Wellbeing	Tenant has asked Investigating Officer (IO) to send all information previously sent to the council as he no longer has access to his laptop – checking with Information Governance. Also wants to delay the investigation until the complainant is satisfied that we have all information required to proceed with the complaint.
	Complaint transferred to Housing a week in to the complaint – IO needs more time to speak to the relevant officers.
Area & Neighbourhood Management	IO waiting for information from Housing Investment before providing the response.
	Waiting for ASB team to provide information.
	IO needs further time to address all concerns.
	IO is waiting for further information from the complainant before being able to respond.
Strategy, Market Intervention & Growth	IO requires further time to complete a full investigation.
	IO needs further time to investigate as this is being reviewed alongside an open Ombudsman case and on-going legal action.
	IO requires further time to complete a full investigation.
	IO waiting for information from a survey and from Occupational Health.
	IO requires further time to complete a full investigation.
	IO needs more time to liaise with other departments involved with the case.

5.2.4 There were 2 Stage 1 complaints for non-repairs that went out of target (not completed within the initial 10 working days or the additional extension of 10 working days). We did send 2 holding letters to keep customers informed. The details of these extensions are below:

Area & Neighbourhood Management	Alongside the complaint, the tenant has submitted an EPA claim to legal and legal have advised that we delay the response pending further investigations at the property. This is also the reason for the second extension.
Strategy, Market Intervention & Growth	IO needs further time to investigate with other departments involved in the case. Second extension required as further information needed from KWL and damp and mould team.

5.3 Non-repairs Stage 1 complaint results – Q4



Feedback Category	Complaints Received
Service - Unhappy with quality	21
Service - Service waiting time	12
Staff - Unhappy with staff	11
Service - Failure to respond	6
Service - Disagree with assessment	4
Communications - failure to communicate	3
Service - Agreed service not delivered	3
Service - Response times/delays	2
Service - Other	1
Staff - Inappropriate language/behaviour	1

5.3.1 65% of Stage 1 complaints for non-repairs were upheld/partially upheld in Q4 (64). This has increased from 58% in Q3.

5.3.2 ‘Quality of service’ continues to be the most common category of complaint – we upheld/partially upheld 49 complaints in this category in Q4, which is an increase from Q3.

5.3.3 Some of the specific issues identified from the upheld or partially upheld complaints are:

- Lack of communication
- Length of time taken to produce a recoverable order
- Fencing works not being progressed for a long period of time, when promised
- Delays in adaptatons without progress or explanation
- Poor service following purchase of property by Regeneration Team and facilitiation of move to private property
- Customer service falling short of expected standard at the Wilson Centre
- Conflicting or incorrect information being provided at sign up
- Delay in progressing a mental health referral
- Tenants not being updated, kept informed and having to chase information
- Staff members not providing alternative contact information if they are absent from work
- Delays in arranging keys to be collected for new property
- Mess being left in garden following adaptation works
- Tenancy Officer not reporting damp/mould in the correct timeframe following routine tenancy visit
- Delay and lack of contact from the Environmental Health Team
- Flytipping issues not being picked up on monthly inspections
- Issues with street cleaning and condition by developers building new properties
- Leaseholder being overcharged requiring revised statement
- Service requests not being acknowledged or actioned
- Formal complaint request/expression of dissatifsaction not being progressed though the corporate complaint route accordingly
- Delays and lack of communication with the Mutual Exchange process
- Cleanliness issues at emergency accomodation
- Unclear communication and resolution of resettlement under Homes for Ukraine scheme
- Delay in providing rent refund following termination of tenancy
- Being overcharged for rent
- Delays in allocations process
- Officer failing to attend an arranged site visit

5.3.4 The number of upheld of partially upheld Stage 1 complaints for non-repairs relating to staff has slightly increased to 12 in Q4 (9 in Q3). Some of the specific issues identified from the upheld or partially upheld complaints related to staff are:

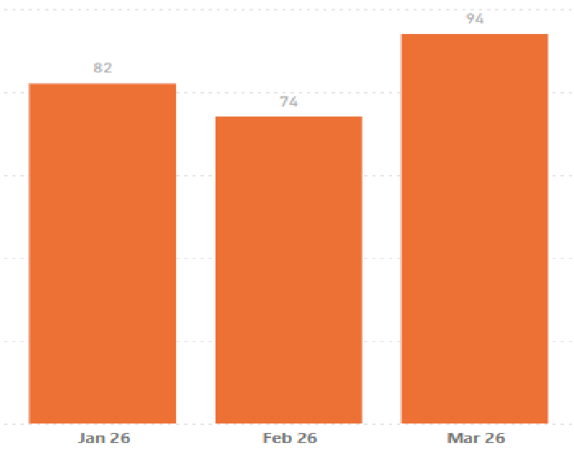
- Insensitive and incorrect comments made by Homeless Prevention Officer
- Text being sent by Tenancy Officer with incorrect information meant for another tenant
- Issues not being picked up and follow up on that were discussed on a Tenancy Visit
- Contractor operative going through tenants belongings while at property – dealt with as a police matter
- Multiple failures in the way tenancy termination was handled

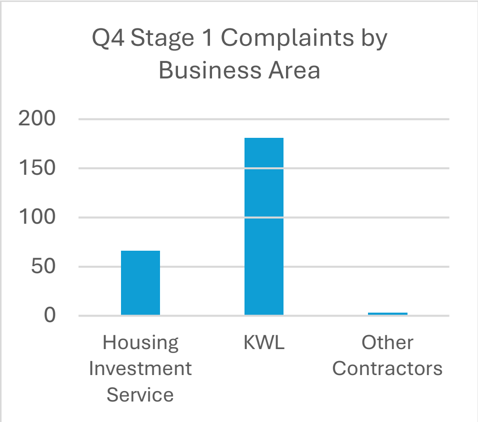
- Private Housing Officer failing to arrange an interview about eviction in a timely manner
- Information relating to a safeguarding referral not being disclosed or discussed accordingly
- Emails not being responded to in a timely manner by Environmental Health staff
- Staff not questioning enough to understand issues/concerns raised
- Call terminated by staff member in an unprofessional manner

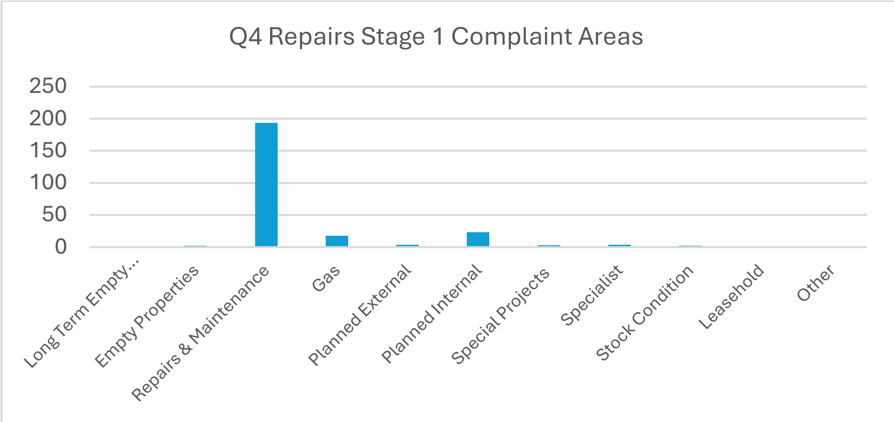
5.3.5 We offered a total of £2950 in compensation across 13 of the upheld/partially upheld Stage 1 complaints for non-repairs in Q4 in line with the N&H compensation guidelines/Ombudsman guidance. 3 of these were for Access & Wellbeing, 3 were for Area & Neighbourhoods Management and 7 were for Strategy, Market Intervention & Growth.

6. <u>**Stage 1 Complaint feedback data and performance for Housing Repairs Q4 (Jan-Mar 2026)**</u>

Repairs Complaints Q4 by month







6.1 Summary of repairs Stage 1 complaints in Q4

6.1.1 The number of repair Stage 1 complaints received in Q4 (250) has increased significantly by 33% from Q3 (180). This could be due to seasonal increase which can often seen during the winter months. However, we are also actively encouraging feedback and the Housing Ombudsman is also proactively running campaigns about giving your landlord feedback.

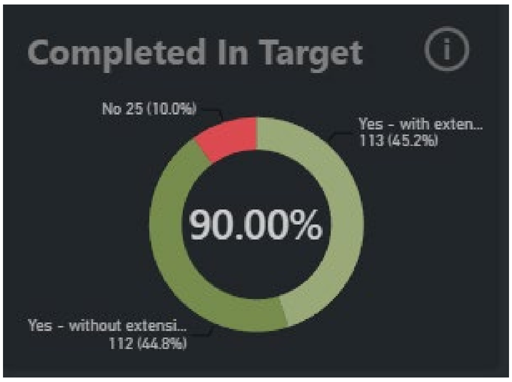
6.1.2 KWL continue to receive the highest number with 72% (181) of these being attributed to them in Q4. This is consistent with the numbers received for them throughout the year. This should be taken into context with the amount of orders KWL delivered. See KWL's Q4 report for more detail.

6.1.3 The specific complaint area that has received the highest number of Stage 1 complaints in Q4 is Repairs & Maintenance (193) which is also consistent with the rest of the year.

6.1.4 Planned Internal complaints have increased again in Q4 (23) – linked to kitchen improvements and fan installations.

6.1.5 Gas complaints have also increased in Q4 (17) – seasonal impact due to increase in boiler/heating repairs during the winter quarter.

6.2 Repairs Stage 1 complaints Q4 answered within target



6.2.1 45% (112) Stage 1 complaints for repairs were answered within the initial 10 working days in Q4 – this has improved from 29% in Q3.

6.2.2 113 of these had extensions granted in line with the Ombudsman's complaint handling code – **90%** of the Stage 1 complaints for repairs were therefore completed within the parameters of the Ombudsman complaint handling code (including extension being granted).

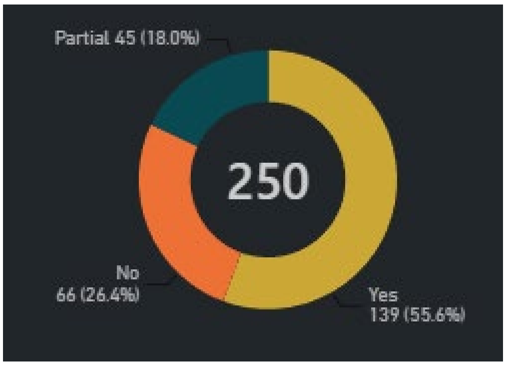
6.2.3 The cases where extensions were granted were compliant with the complaint handling code, with holding letters being sent out to keep customers informed. An outline of the rationale for extensions is below:

Resource levels due to sickness absence in team adding additional pressure to day to day management of cases
Overall increase in cases
Resource impacted by team leader moving internally to fixed term post

6.2.4 There were 25 Stage 1 complaints that went out of target (not completed within the initial 10 working days or the additional extension of 10 working days). We did send holding letters to keep customers informed. A summary of the extensions are below:

Complex cases that require input from different service areas (pest control)
Investigating Officer required more time due to leave/competing deadlines
Overall increase in cases and impact on feedback team due to resource levels

6.3 Repairs Stage 1 complaint results - Q4



Feedback Category	Complaints Received
Quality of Service>Unhappy with quality	40
Quality of Service>Response Time/delays	33
Delays	26
Customer Expectation	19
Communications>Failure to communicate	18
Communication	10
Courtesy and Respect>Staff Attitude	8
Communications>Unclear Communications	5
Staff Conduct	4
Failed Appointment	3
Quality of Service>Agreed service not delivered	3
Communications>Response time	2
Policy & Procedure>Failed to follow Policy or Proc	2
Quality of Service>Disagree with assessment	2
Quality of Service>Service waiting time	2
Communications>Other	1
Confidentiality>Other	1
Courtesy and Respect>Language Used	1
Courtesy and Respect>Other	1
Other	1
Quality of Service>Other	1
Standard Of Work	1

6.3.1 74% of Stage 1 complaints for repairs were upheld/partially upheld in Q4 (184). This is the same percentage seen in Q3.

6.3.2 75% of the upheld/partially upheld complaints in Q4 were attributed to KWL (138). This has remained consistent with the previous quarter.

6.3.3 ‘Quality of service’ continues to be the most common category of complaint – we upheld/partially upheld 130 complaints in this category in Q4, which is an increase from Q3.

6.3.4 Some of the specific issues identified from the upheld or partially upheld complaints are:

- Work taking too long to complete (targets not met)
- Customers not kept informed (changes to appointments for example)
- Not happy with quality of work when completed
- Planned kitchen works taking too long
- Unhappy with fan installation, bulkier than old models, and repairs left outstanding
- Not clearing rubbish left in garden following gutteirng works
- Unhappy with contractor attitude and lack of communication

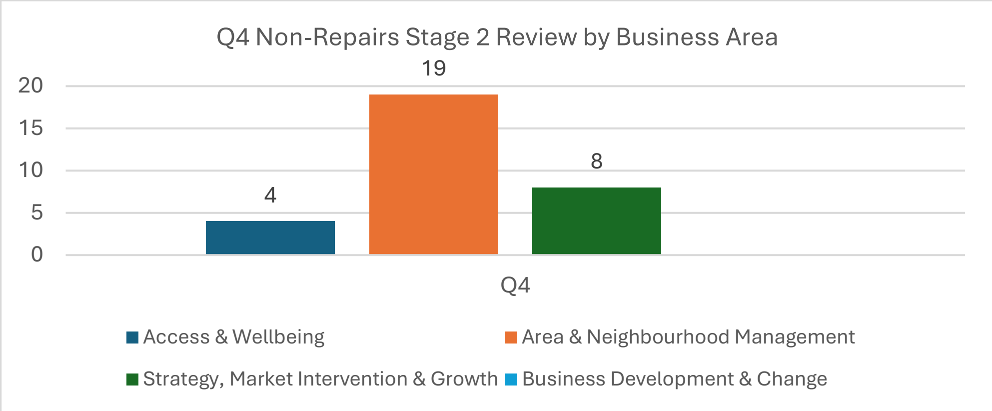
6.3.5 Whilst complaints regarding adaptations are investigated by non-repairs, the issues often involve KWL. Repairs monitor adaptation’s complaints to ensure full oversight of all complaints involving KWL. There were 12 Stage 1 complaints during this quarter (6 upheld, 2 partially upheld and 4 not upheld). The Stage 1s that were upheld and partially upheld were categorised as service issues with quality, waiting times and agreed service not being delivered. 1 of these was in relation to inappropriate staff behaviour.

6.3.6 We offered compensation across a number of the upheld/partially upheld complaints in Q4 in line with the N&H compensation guidelines/Ombudsman guidance. These payments are made by HCC regardless of if the complaint is attributable to a contractor. Due to system changes, it would require manual checks of all individual cases for Q4, and therefore, this detail is not currently available. This will be available for all future reports.

7. **<u>Stage 2 Reviews Q4</u>**

7.1 Summary of non-repairs Stage 2 reviews in Q4

7.1.1 Non-repairs received 31 Stage 2 reviews in Q4, which is consistent with the 30 received in Q3.



7.1.2 Area & Neighbourhood Management continues to receive the highest number of Stage 2 reviews with 61% (19) of these being attributed to this area in Q4.
7.1.3 Access & Wellbeing have received the same number of Stage 2 reviews (4) as they did in Q3.
7.1.4 Strategy, Market Intervention & Growth have received a higher number in Q4 (8) than in Q3 (3).
7.1.5 Business Development & Change have not received any Stage 2 reviews in Q4.

7.2 Non-Repairs Stage 2 reviews Q4 answered within target

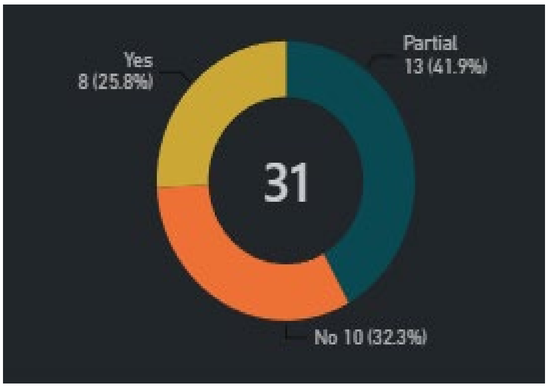
(KPI – Stage 2 reviews – 20 working days)

Non-Repairs Stage 2 Reviews by Business Area	Q3 Number Stage 2 Reviews	% completed within target
Access & Wellbeing	4	100%
Area & Neighbourhood Management	23	91%
Strategy, Market Intervention & Growth	3	67%
Business Development & Change	0	100%
	30	90%

7.2.1 81% (25) of Stage 2 reviews for non-repairs were answered within the initial 20 working days in Q4.
7.2.2 6 of these had extensions granted in line with the Ombudsman's complaint handling code – **100%** of the Stage 2 reviews were therefore still completed within the overall target and parameters of the code.
7.2.3 The 6 cases where extensions were granted were compliant with the complaint handling code, with holding letters being sent out to keep customers informed. The details of the extensions are below:

Access & Wellbeing	IO needs more time due to further information being provided that will also need to be considered and reviewed.
Strategy, Market Intervention & Growth	IO has spoken to the complainant and explained that she has requested all of the case information but that unfortunately the member of staff who dealt with the case is currently not at work.
	IO still investigating and needs more time to fully look in to everything and provide the response.
	IO needs to check if agreed visit happened and what the outcome of this was in order to include this in the response and decision.
	IO needs further time to speak with staff involved.
	IO waiting for information from the Legal Team and Information Governance.

7.3 Non-repairs Stage 2 review results – Q4



Feedback Category	Complaints Received
Staff - Unhappy with staff	5
Service - Service waiting time	4
Service - Unhappy with quality	4
Service - Agreed service not delivered	2
Communications - failure to communicate	1
Communications - Response time	1
Equality - Disability	1
Service - Failure to respond	1
Service - Other	1
Service - Response times/delays	1

7.3.1 68% of Stage 2 reviews for non-repairs were upheld/partially upheld in Q3 (21). This has increased from Q3.

7.3.2 'Quality of service' continues to be the most common category of complaint – we upheld/partially upheld 18 reviews in this category in Q4, which has also increased.

7.3.3 The specific issues identified from the upheld or partially upheld reviews follow on from the themes identified at Stage 1, however, also includes:

- Issues not being resolved as agreed at Stage 1 – this related to further correspondence being sent out in small print after confirming that an alert would be added that would prevent this from recurring.
- Further issues being experienced following adaptation work that had yet to be resolved.

7.3.4 We offered a total of £4800 in compensation across 7 of the upheld/partially upheld Stage 2 reviews for non-repairs in Q4 in line with the N&H compensation guidelines/Ombudsman guidance.

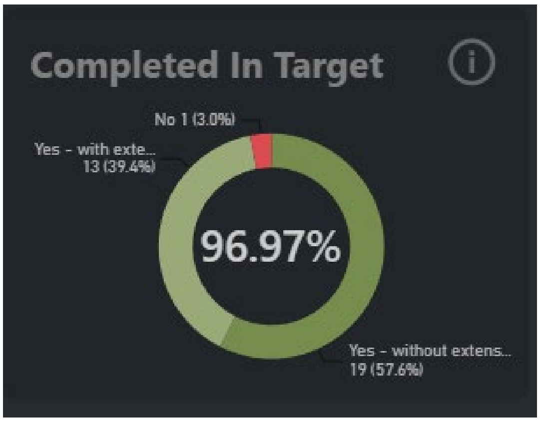
7.4 Summary of repairs Stage 2 reviews in Q4

7.4.1 The number of Stage 2 reviews received for repairs in Q4 (33) has decreased from 37 in Q3.

7.4.2 27 of the Stage 2 reviews were attributed to Housing Investment Service, and the remaining 16 to KWL.

7.5 Repairs Stage 2 reviews Q4 answered within target

(KPI – Stage 2 reviews – 20 working days)



7.5.1 58% (19) of Stage 2 reviews for repairs were answered within the initial 20 working days in Q4.

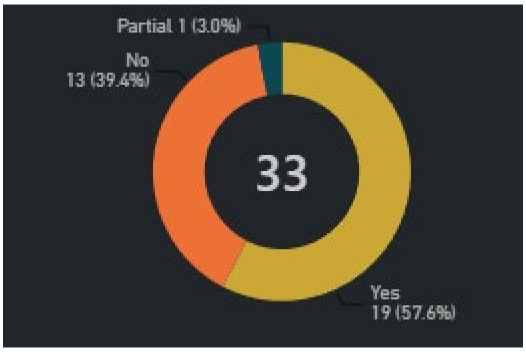
7.5.2 13 of these had extensions granted in line with the Ombudsman's complaint handling code – **97%** of the Stage 2 reviews were therefore still completed within the overall target and parameters of the code. An outline of the rationale for extensions is below:

Complex cases that required input from different parts of the service or survey outcomes to ensure we provided the best possible reply

7.5.3 There was 1 Stage 2 that went out of target (not completed within the initial 10 working days or the additional extension of 10 working days). The detail of these extension is below:

This was a complex case where the daughter was acting on behalf of mum who was in a care home. It was running alongside a Housing Conditions Claim and we were waiting for survey outcomes.

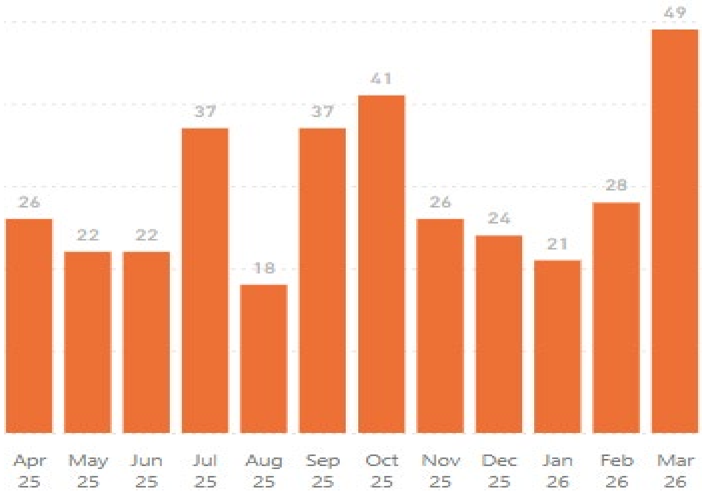
7.6 **Repairs Stage 2 review results Q4**



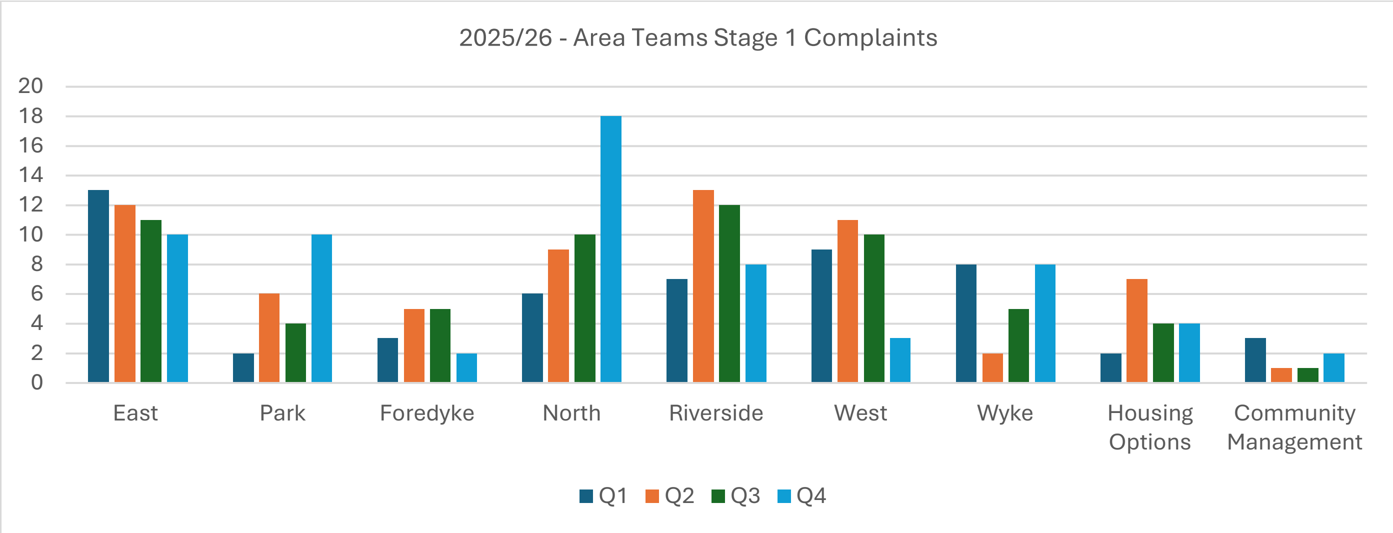
Feedback Category	Complaints Received
Quality of Service>Response Time/delays	6
Delays	4
Customer Expectation	3
Quality of Service>Disagree with assessment	3
Quality of Service>Agreed service not delivered	2
Quality of Service>Unhappy with quality	2

7.6.1 61% of Stage 2 reviews for repairs were upheld/partially upheld in Q4 (20).
7.6.2 We upheld/partially upheld 13 reviews in the category of 'quality of service' which continues to be the highest.
7.6.3 The specific issues identified from the upheld or partially upheld reviews follow on from the themes identified at Stage 1.
7.6.4 We offered compensation across a number of the upheld/partially upheld repairs Stage 2 cases in Q4 in line with the N&H compensation guidelines/Ombudsman guidance. These payments are made by HCC regardless of if the complaint is attributable to a contractor. Due to system changes, it would require manual checks of all individual cases for Q4, and therefore, this detail is not currently available. This will be available for all future reports.

8. **<u>Stage 1 Complaint feedback data and performance for Housing Non-Repairs 2025/2026</u>**



2025/26 Non-Repairs Complaints by Business Area	Q1	Q2	Q3	Q4	Total
Access & Wellbeing	9	16	13	16	**54**
Area & Neighbourhood Management	53	59	63	61	**236**
Strategy, Market Intervention & Growth	8	15	15	21	**59**
Business Development & Change	0	2	0	0	**2**
	70	**92**	**91**	**98**	**351**

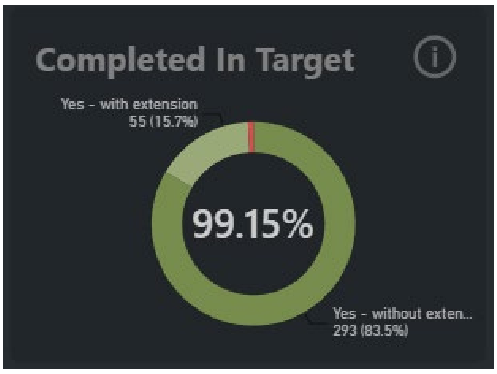


8.1.1 The total number of complaints received for non-repairs in 2025/26 (351) has increased from the previous year (336).

8.1.2 Area & Neighbourhood Management are the business area that have received the highest volume of complaints each quarter across 2025/26.

8.2 Non-Repairs Stage 1 complaints 2025/26 answered within target

(KPI – Stage 1 Complaints – 10 working days)

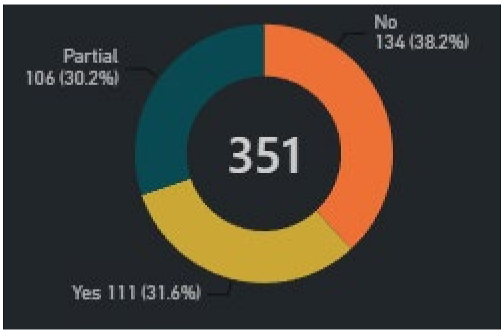


2025/26 Non-Repairs Complaints by Business Area	2025/26 Stage 1 complaints	2025/26 % completed within 10 working days
Access & Wellbeing	54	76%
Area & Neighbourhood Management	236	92%
Strategy, Market Intervention & Growth	59	60%
Business Development & Change	2	67%
	351	

8.2.1 84% (293) of Stage 1 complaints for non-repairs were answered within the initial 10 working days in 2025/26.

8.2.2 55 of the Stage 1 complaints had extensions granted in line with the Ombudsman's complaint handling code – **99%** of the Stage 1 complaints were therefore still completed within the overall target and parameters of the code.

8.3 Non-repairs Stage 1 complaint results – 2025/26



Feedback Category	Complaints Received
Service - Unhappy with quality	64
Staff - Unhappy with staff	45
Service - Failure to respond	37
Service - Service waiting time	30
Service - Response times/delays	10
Service - Disagree with assessment	9
Communications - failure to communicate	6
Service - Agreed service not delivered	6
Service - Other	3
Communications - Unclear communications	2
Staff - Inappropriate language/behaviour	2
Information - Incorrect information	1
Policy & Procedure - Challenge to policy & procedure	1
Service - Increase/change in charge	1

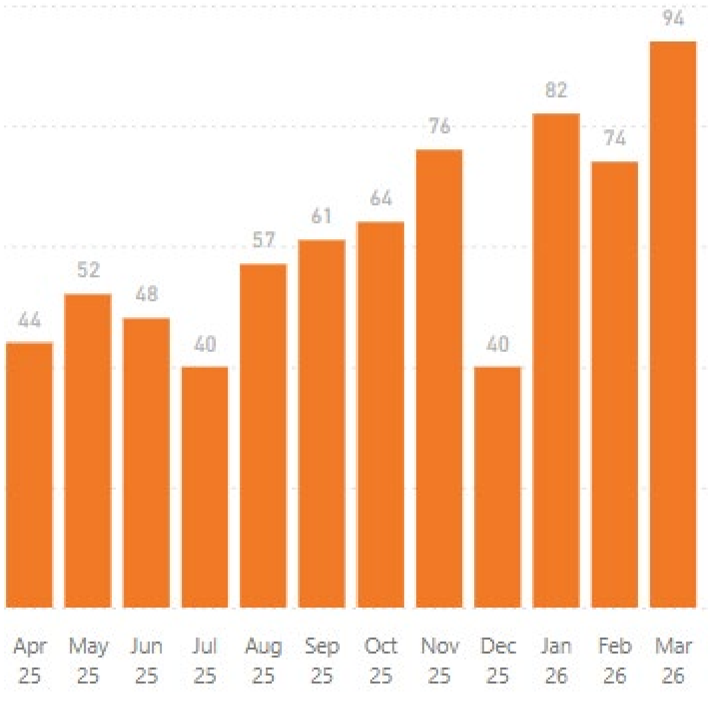
8.3.1 62% of Stage 1 complaints for non-repairs were upheld/partially upheld in 2025/26 (217). This has increased from 53% in 2024/25.

8.3.2 Quality of Service is the category in which the most Stage 1 complaints are upheld/partially upheld across 2025/26 (160).

8.3.3 The specific issues identified from the upheld or partially upheld complaints are detailed in each quarterly insight report across 2025/26.

8.3.4 We offered a total of £11,945 in compensation across 31 of the upheld/partially upheld Stage 1 complaints in 2025/26 in line with the N&H compensation guidelines/Ombudsman guidance.

9. Stage 1 Complaint feedback data and performance for Housing Repairs 2025/2026

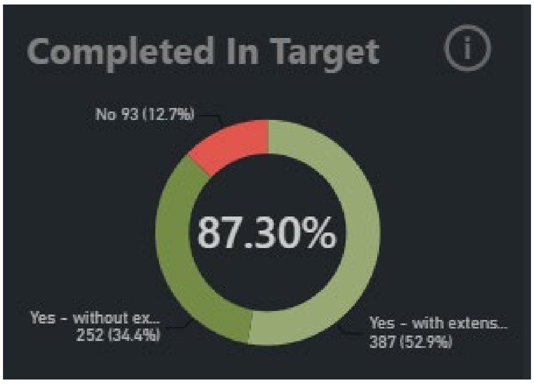


Repairs Stage 1 Complaints by business area 2025/26	Q1	Q2	Q3	Q4	Total
Housing Investment Service	57	44	42	66	209
KWL	80	112	130	181	503
Other Contractors	7	2	8	3	20

9.1.1 The total number of complaints received for repairs in 2025/26 (732) has increased from the previous year (534).

9.1.2 KWL are the business area that have received the highest volume of complaints each quarter across 2025/26.

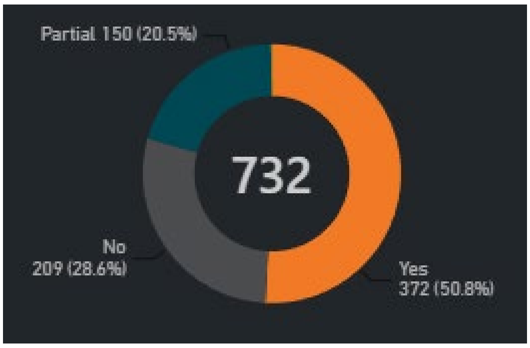
9.2 Repairs Stage 1 complaints 2025/26 answered within target



9.2.1 34% of Stage 1 complaints for repairs were answered within the initial 10 working days in 2025/26.

9.2.2 387 of the Stage 1 complaints had extensions granted in line with the Ombudsman's complaint handling code – **87%** of the Stage 1 complaints were therefore still completed within the overall target and parameters of the code.

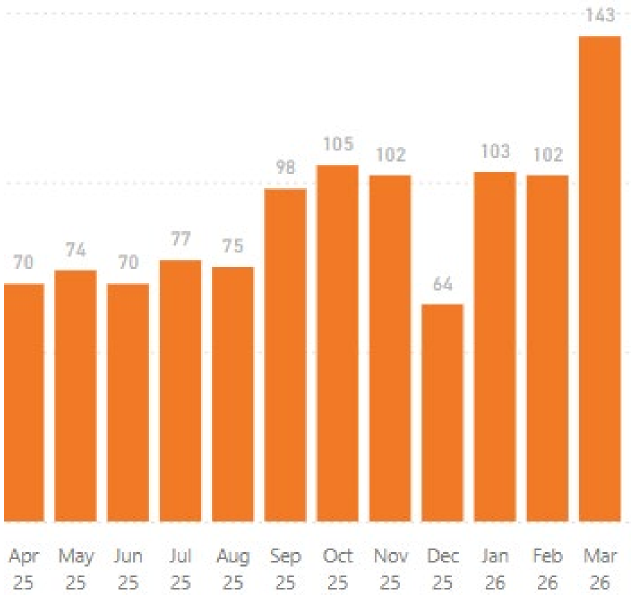
9.3 Repairs Stage 1 complaint results – 2025/26

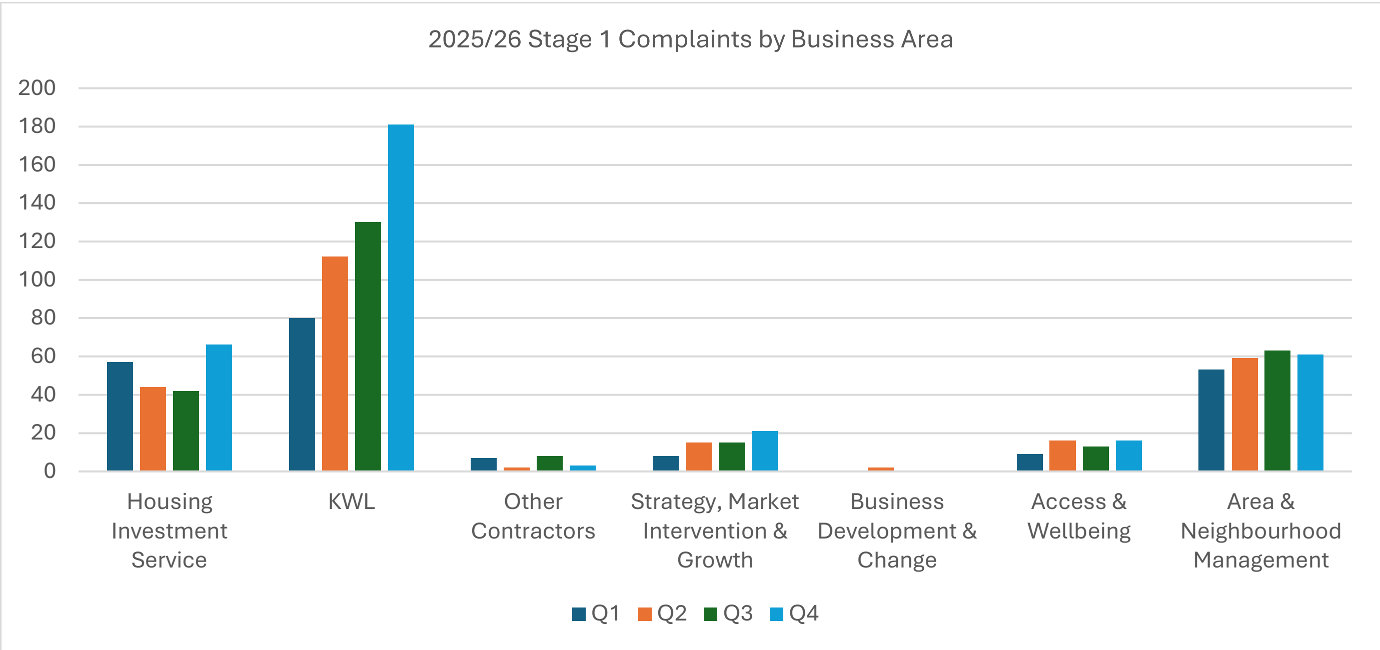


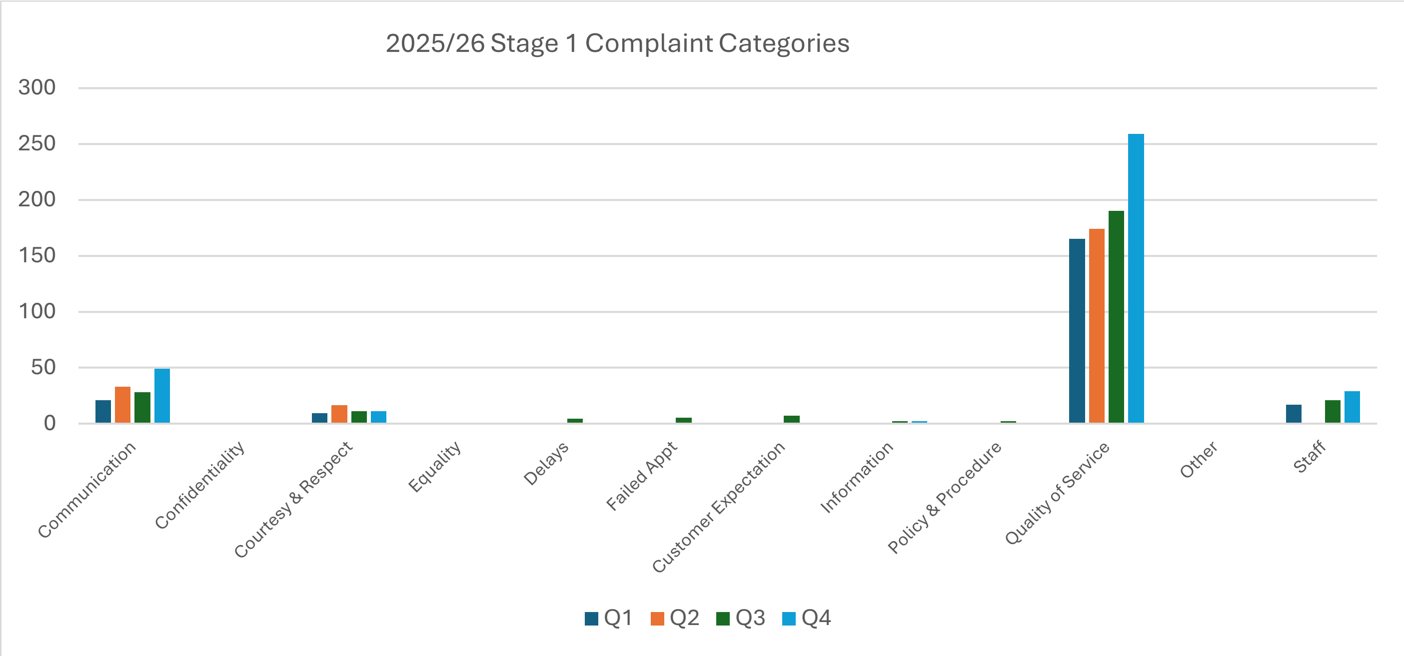
Feedback Category	Complaints Received
Quality of Service>Unhappy with quality	137
Quality of Service>Response Time/delays	131
Communications>Failure to communicate	60
Courtesy and Respect>Staff Attitude	31
Delays	28
Customer Expectation	21
Quality of Service>Disagree with assessment	19
Quality of Service>Service waiting time	19
Communication	12
Communications>Unclear Communications	9
Standard Of Work	9
Quality of Service>Agreed service not delivered	8
Communications>Response time	6
Failed Appointment	6
Staff Conduct	5
Courtesy and Respect>Language Used	4
Quality of Service>Other	4
Communications>Other	3
Policy & Procedure>Failed to follow Policy or Proc	3
Communications>IT related issues	2
Courtesy and Respect>Other	2
Confidentiality>Other	1
Equality>Disability	1
Information>Failure to provide	1
Other	1

9.3.1 71% of Stage 1 complaints for repairs were upheld/partially upheld in 2025/26 (522).
9.3.2 Quality of Service has been the highest category of Stage 1 complaints upheld/partially upheld across 2025/26 (381).
9.3.3 The specific issues identified from the upheld or partially upheld complaints are detailed in each quarterly insight report across 2025/26.

10. <u>Stage 1 Complaint feedback data and performance for N&H (Combined) 2025/2026</u>







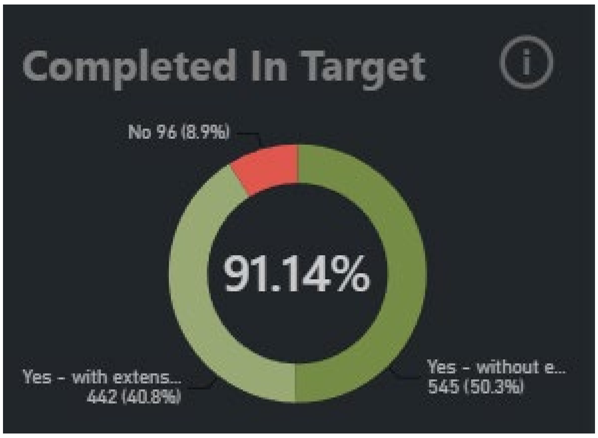
10.1 We have seen an increase in the volume of complaints received for N&H throughout the year, excluding December 2025, when we received the lowest number.

10.2 The total number of complaints received for 2025/26 (1083) has increased by 22% from the previous year (870).

10.3 Quality of Service has remained the category in which we receive the highest number of complaints, which was the same in 2024/25.

10.4 There has also been an increase in the number of complaints seen in relation to communication from 2024/25.

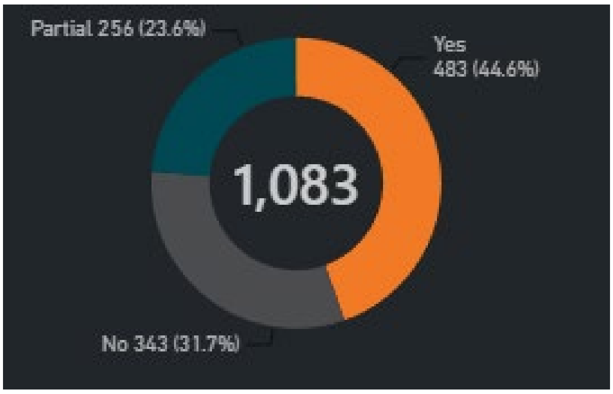
10.2 **Stage 1 complaints for N&H (Combined) 2025/2026**



10.2.1 50% of Stage 1 complaints for N&H were answered within the initial 10 working days in 2025/26.

10.2.2 442 of the Stage 1 complaints had extensions granted in line with the Ombudsman's complaint handling code – **92%** of the Stage 1 complaints were therefore still completed within the overall target and parameters of the code.

10.3 Stage 1 complaint results for N&H (Combined) – 2025/26



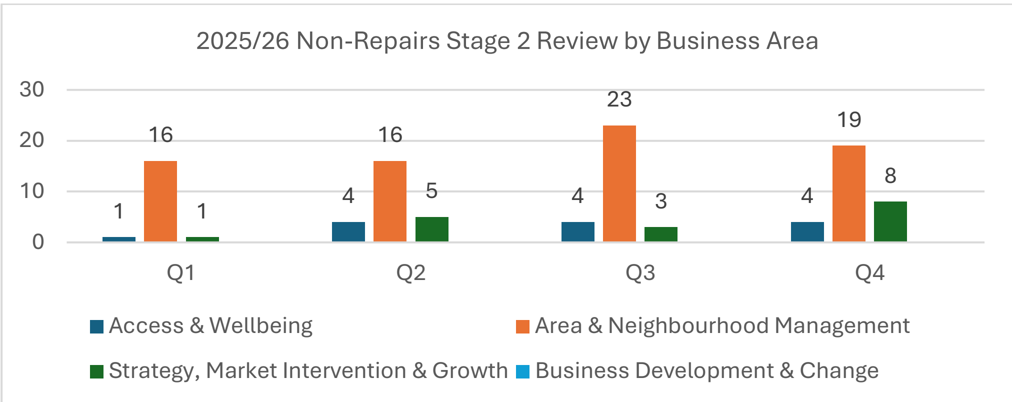
10.3.1 68% of all N&H complaints in 2025/26 have been upheld or partially upheld. This has decreased from 57% in 2024/25.

10.3.2 The specific issues identified from the upheld or partially upheld complaints are detailed in each quarterly insight report across 2025/26.

11. <u>Stage 2 Reviews – 2025/26</u>

11.1 Summary of non-repairs Stage 2 reviews in 2025/26

11.1.1 Non-repairs received 104 Stage 2 reviews in 2025/26.

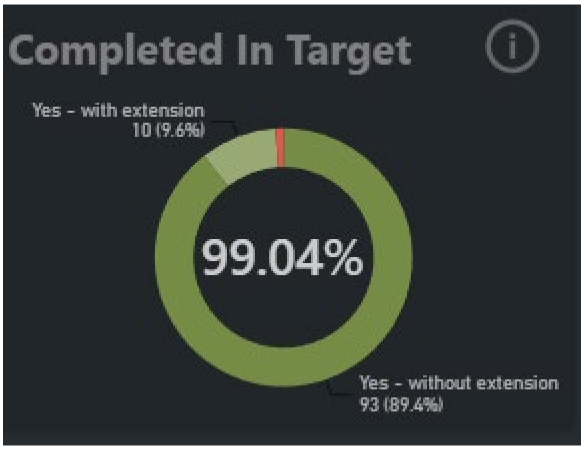


11.1.2 Area & Neighbourhood Management have received the highest volume of Stage 2 reviews across 2025/26.

11.1.3 Business Development & Change have not received any Stage 2 reviews in 2025/26.

11.1.4 The number of Stage 2 reviews received for non-repairs in 2025/26 (104) has increased by 41% from last year where we received 69.

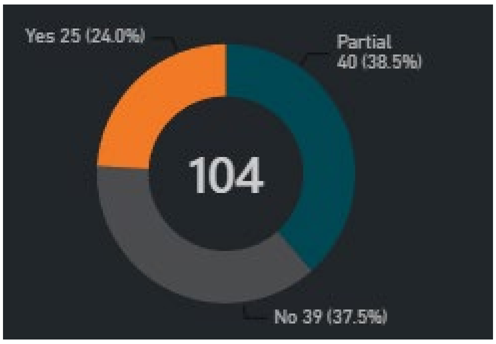
11.2 **Non-Repairs Stage 2 reviews 2025/26 answered within target**



11.2.1 89% (93) of Stage 2 reviews for non-repairs were answered within the initial 20 working days in 2025/26.

11.2.2 10 of these had extensions granted in line with the Ombudsman's complaint handling code – **99%** of the Stage 2 reviews were therefore still completed within the overall target and parameters of the code.

11.3 **Non-repairs Stage 2 review results 2025/26**



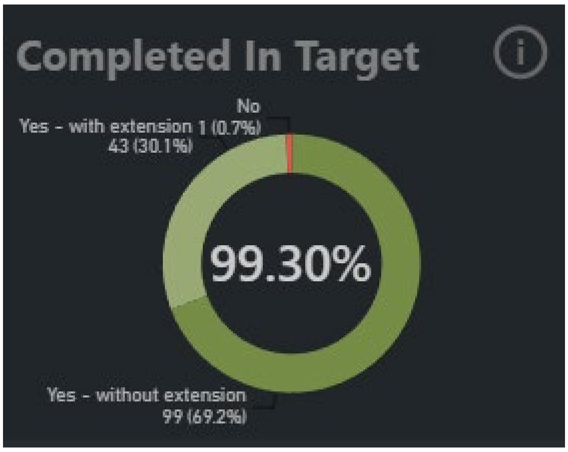
Feedback Category	Complaints Received
Service - Unhappy with quality	18
Staff - Unhappy with staff	18
Service - Failure to respond	7
Service - Service waiting time	7
Service - Response times/delays	4
Service - Disagree with assessment	3
Communications - failure to communicate	2
Service - Agreed service not delivered	2
Communications - Response time	1
Equality - Disability	1
Policy & Procedure - Challenge to policy & procedure	1
Service - Other	1

11.3.1 63% of Stage 2 reviews for non-repairs in 2025/26 were upheld or partially upheld. This has increased from 57% in 2024/25.

11.4 **Summary of repairs Stage 2 reviews in 2025/26**

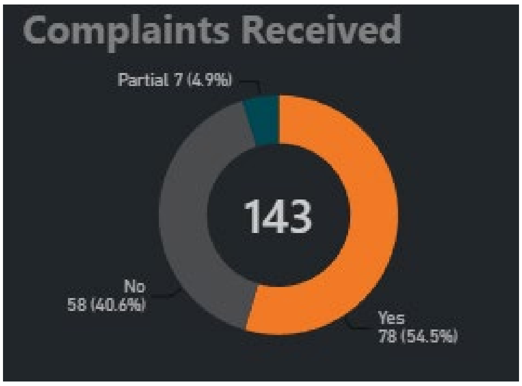
11.4.1 62 of the Stage 2 reviews for repairs in 2025/26 were for KWL.

11.5 **Repairs Stage 2 reviews 2025/26 answered within target**



11.5.1 69% (99) of Stage 2 reviews for repairs were answered within the initial 20 working days in 2025/26.
11.5.2 43 of these had extensions granted in line with the Ombudsman's complaint handling code – **99%** of the Stage 2 reviews were therefore completed within the overall target and parameters of the code.

11.6 **Repairs Stage 2 review results 2025/26**



Feedback Category	Complaints Received
Quality of Service>Disagree with assessment	37
Quality of Service>Response Time/delays	28
Quality of Service>Unhappy with quality	20
Quality of Service>Other	10
Communications>Failure to communicate	8
Delays	8
Communications>Other	7
Customer Expectation	6
Quality of Service>Agreed service not delivered	5
Communications>Unclear Communications	4
Quality of Service>Service waiting time	3
Information>Incorrect information	2
Staff Conduct	2
Communication	1
Courtesy and Respect>Staff Attitude	1
Standard Of Work	1

11.6.1 59% of the Stage 2 reviews for repairs in 2025/26 were upheld or partially upheld. This has reduced since 2024/25.

12. **Other Customer Feedback – Q4**

12.1. **Compliments**

12.1.1 Non-repairs received 12 compliments in Q4 – these were all categorised as 'Staff'
12.1.2 Repairs received 8 compliments in Q3 – 3 of these were categorised as 'Staff' and 5 as 'Standard of Work'
12.1.3 The amount of compliments for repairs looks as though it has reduced significantly in Q4, however, it was agreed by Corporate that we do not need to capture compliments for KWL in Granicus. Their compliments will appear in their own insight reports.
12.1.4 All compliments continue to be featured in the In-House Staff newsletter, along with case studies.

12.2 **Suggestions**

12.2.1 We received 1 suggestion in Q4 for Area & Neighbourhood management. A resident raised concerns about the numerous Union Jack/ English Flags being erected in her neighbourhood.

13. **Other Customer Feedback – 2025/26**

13.1 **Compliments**

13.1.1 Non-repairs received 72 compliments in 2025/26.
13.1.2 Repairs received 169 compliments in 2025/26.
13.1.3 N&H have received 241 compliments altogether in 2025/26. This has decreased from the 364 we received in 2024/25.

13.2 **Suggestions**

13.2.1 Non-repairs received 6 suggestions in 2025/26.
13.2.2 Repairs received 5 suggestions in 2025/26.
13.2.3 N&H have received 11 suggestions altogether in 2025/26. This has decreased from the 29 we received in 2024/25.

13.3 **Concerns**

13.3.1 Non-repairs received 1 concern in 2025/26.
13.3.2 Repairs received 4 concerns in 2025/26.
13.3.3 N&H received 5 concerns in 2025/26. This is a reduction from the 20 that were received in 2024/25.
13.3.4 The Q2 quarterly report outlined that in September 2025, a decision was made by the Corporate Feedback Team that concerns would be removed as a feedback type. This decision was made following criticism from the Housing Ombudsman Service when they completed a review and following an assessment on the low volume of them received into the authority. From that point, any complaints that would have been reclassified to concerns will now need to be responded to as complaints. The complaints process and relevant webpages were updated following this decision.

14. <u>Designated Tenant Panel (DTP)</u>

14.1 There have been 0 Designated Tenants Complaints Panels in Q4 or 2025/26.
14.2 Customer Feedback Manager continues to meet with the DTP each quarter to review and discuss the insight reports.

15. <u>Ombudsman</u>

15.1 **Housing Ombudsman (HOS) – Q4**

15.1.1 There were no final decisions received from the Housing Ombudsman (HOS) in Q4.

15.2 **Housing Ombudsman – 2025/26**

15.2.1 We received 5 final decisions from HOS in 2025/26. 4 of these were upheld and 1 was not upheld.
15.2.2 Details of all the individual decisions are in the relevant quarterly reports throughout the year.
15.2.3 The HOS self- assessment was completed and submitted in September 2025.
15.2.4 HOS Learning Reports have been circulated to relevant staff by the Customer Feedback Manager throughout the year.
15.2.5 The HOS completed a review of our complaints policy in June 2025 which resulted in the complaints process and relevant webpages being updated,

15.3 **Local Government Ombudsman (LGO) – Q4**

15.3.1 There was 1 final decision received from the Local Government Ombudsman (LGO) in Q4:

The case was upheld due to fault causing injustice in February 2026. The LGO upheld the complaint regarding delayed progress of Disabled Facilities Grant application and due to us not providing a report regarding our survey of the home. Our actions caused considerable avoidable distress and upset to the customer and their disabled sons.

The key learnings for this case were shared with the relevant staff and included:

- The Occupational Therapy team sent the feasibility request to the wrong department which caused delays – this should be checked and followed up to ensure this does not happen again
- When the customer asked for a surveyor’s assessment, they were only sent a text message – we should be making sure that tenants/customers receive formal, written reports each time – text messages are deemed inappropriate and unprofessional in these circumstances
- We incorrectly stated that ‘DFG rules forbid loft conversions in housing association properties’ as this is not supported by law or policy – we need to ensure that information being provided is accurate, supported by legislation and clearly outlined in our relevant policies

- The customer received separate Stage 2 complaint responses from Children's and the Housing Teams causing confusion and additional distress – this was something that we had already acknowledged, addressed and apologised for – we need to ensure that there is one unified response with input from all relevant teams.
- The customer felt that there was lack of updates, unclear explanations and contradicting messages – communication in this regard needs to be improved

All of the orders were completed (on time) which included providing a formal apology, making a further symbolic payment in recognition of the distress and frustration identified as a result of the fault, and in recognition of the time and trouble incurred.

15.4 Local Government Ombudsman – 2025/26

15.4.1 We received 3 final decisions from LGO in 2025/26. All of these were upheld.
15.4.2 Details of all the individual decisions are in the relevant quarterly reports throughout the year.

16. <u>Learning from complaints</u>

16.1 Key learning from complaints shows that 'quality of service' continues to be the predominant complaint category and requires continued focus.
16.2 Communication failures, delays, and standard of work are also big drivers of complaints across multiple teams.
16.3 The following service improvements are required to tackle the issues seen from customer feedback:

- Ensure that service requests are monitored, actioned and responded to
- Strengthen consistency, clarity and timeliness of communication
- Ensure customers are kept informed and updated
- Improve professionalism and quality of customer interactions and contact
- Provide clear and accessible information
- Ensure clear expectations are set and managed, where delays occur
- Improve co-ordination across teams and external contractors
- Improve accuracy and timeliness of record keeping

16.4 Service improvements are needed in terms of behaviours and standards, and work is currently being undertaken to introduce a new programme within N&H that will promote a customer-focussed approach across all services.
16.5 Further work and consideration also continue to be needed when dealing with vulnerable tenants to prevent complaints.
16.6 Key learnings are shared with relevant staff when we receive final decisions from Ombudsman cases.
16.7 At the Service Improvement Board on 1 December 2025, it was agreed that KWL will start producing a quarterly report that will be circulated with the Neighbourhoods and Housing Customer Insight Report. KWL's report will show:

- Summary of all the expressions of dissatisfaction received
- Where dissatisfaction is identified, KWL will provide trend analysis and learning identified from complaints upheld/partially upheld
- For cases where the customer does not want to pursue a formal complaint, KWL will provide summary of issues, what actions were taken, any learning identified
- Report to be provided to: HIS Operational Meetings, Alliance Team, Core Group and Service Improvement Board

This will provide further transparency and accountability, supporting the N&H commitment to the Regulators standards. KWL provided their Q3 report, and this was shared with the Service Improvement Board on 22 May 2026. KWL's report will be circulated alongside the main N&H Insight Report going forward.

17. **Freedom of Information/Subject Access Requests**

17.1 We received 72 FOI/SAR requests in Q4. The volume of these remains high, and continues to occupy a proportion of people's time, both to process these and collate the information.

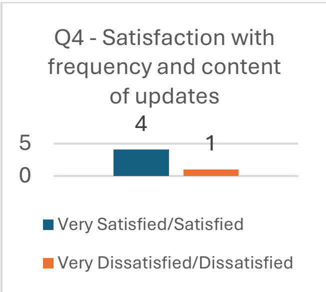
17.2 The information requested in FOI/SAR's often spans several business areas and requires a degree of cooperation and coordination to collate the information required. The Customer Feedback Team will coordinate the collation of information and invariably submit the final response to Information Governance.

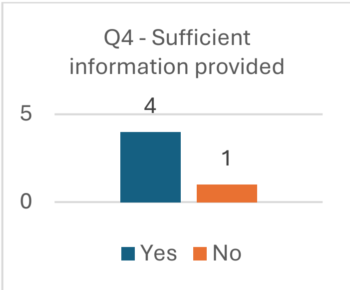
17.3 26 of these were attributed to Access & Wellbeing in Q4 with complex and time-consuming queries relating to allocation policy, temporary accommodation, reasons for homelessness, homeless deaths, hotels in Hull, no recourse to public funds as well as subject access requests.

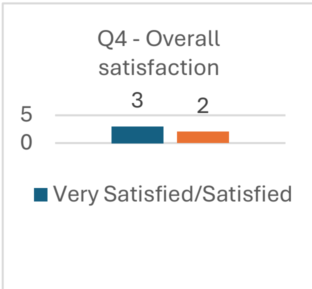
17.4 We received 267 FOI/SAR requests in 2025/26. This has increased from the 239 we received last year.

18. **Customer Satisfaction Surveys**

18.1 There were 68 surveys sent out in Q4 across N&H. We received responses for 5 of these which is a 7% response rate. Some of the responses did not answer all questions.



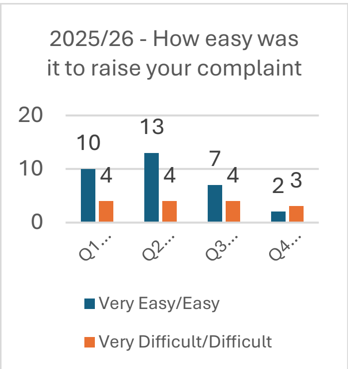


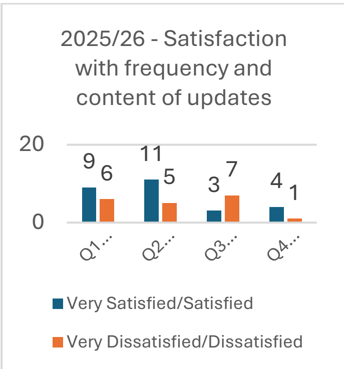


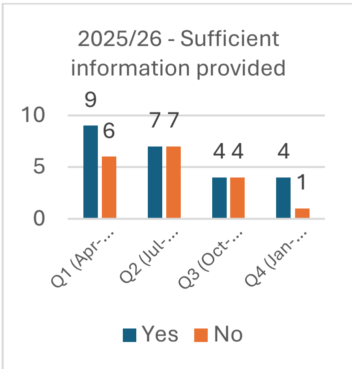
18.2 Some of the feedback we received is that customers were having to chase things up and being given incorrect information. 1 tenant confirmed she was unhappy as she had never wanted to raise a complaint in the first place, however, after receiving the feedback and reviewing this, although the tenant did not specifically use the word 'complaint', there was a significant expression of dissatisfaction.

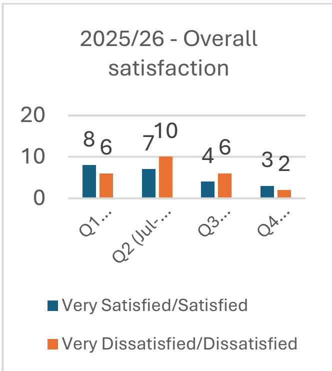
18.3 There was positive feedback received also with one tenant thanking us for helping to resolve their complaint efficiently.

18.4 There were 423 surveys sent out in 2025/26 across N&H. We received responses for 52 of these, resulting in our overall response rate for the year being 12%.









18.5 Overall, most of the responses evidence that customers find it easy to raise their complaints and are happy with the frequency and content of updates. The numbers are similar in terms of customers feeling as though they received sufficient information or not. In terms of overall satisfaction, 42% of customers were satisfied with the way in which their complaint was handled. It is worth noting that sometimes, this data is not reflective of the circumstances as sometimes the feedback we receive is that customers were unhappy with the outcome, as opposed to the way in which the complaint was handled. At this point, we are proactive in escalating complaints to Stage 2 or referring customers to their next steps if they remain dissatisfied.

19. **Conclusions**

19.1 Feedback received by N&H continues to be well-managed and regularly reviewed to promote learning and meet the requirements of the RSH and Housing Ombudsman.

19.2 SMT should continue to monitor complaint handling and completion times to ensure proper focus and prioritisation of complaint investigation and response.

19.3 SMT should also share key learnings from customer feedback with their teams so that these can be effectively implemented.

20. **Recommendations**

	Date	Recommendation	Owner
1	Q4 2025/26	Service improvements are needed to prevent future complaints by: • Ensuring that service requests are monitored, actioned and responded to • Strengthening consistency, clarity and timeliness of communication • Ensuring customers are kept informed and updated • Improving professionalism and quality of customer interactions and contact • Providing clear and accessible information • Ensuring clear expectations are set and managed, where delays occur • Improving co-ordination across teams and external contractors • Improving accuracy and timeliness of record keeping	All HoS
2	Q4 2025/26	Staff to ensure that they are reading the ‘Open Customer Feedback’ emails sent out by the Customer Feedback Team (CFT) every Friday. This email outlines all the open non-repair complaints, who the Investigating Officer is for these and the due dates. There have been instances recently where it could have been fed back to the CFT a lot sooner that a particular Investigating Officer is currently unable to action the complaint by the due date (e.g. off sick etc.)	All HoS
3	Q4 2025/26	Planned improvements - review upheld/partially upheld cases in more detail to understand increase in complaints and implement any service improvements.	HIS - Maintenance & Improvement Manager