

Neighbourhoods & Housing

‘Non-Repairs’ Customer Feedback Insight Report Quarter 2 (July-September 2025)

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1. **Executive Summary**

- Total feedback (114) received in Q2 is higher than what we received in Q1. This is due to a 27% increase in complaints. Other feedback remains relatively consistent.
- Complaints continue to make up the bulk of all feedback received with 92 Stage 1 complaints being received in Q2.
- Area & Neighbourhood Management continue to receive the highest number of complaints via business area – 64% of the complaints received in Q2 are attributed to this area.
- Q2 – 83% of Stage 1 complaints answered within 10 working days – this has decreased from 91% in Q1 due to 16 extensions being granted in line with the Housing Ombudsman complaint handling code – 100% of the Stage 1 complaints were still completed within the parameters of the code.
- Q2 - 55% of Stage 1 complaints upheld/partially upheld (51). This has decreased from 70% in Q1.
- Quality of Service remains the most common category of complaint – 70% of Stage 1 complaints in this category in Q2.
- Q2 – 96% of Stage 2 Reviews answered within 20 working days – There was 1 extension granted in line with the Housing Ombudsman complaint handling code due to awaiting a response from the Legal Team – 100% of the Stage 2 complaints were still completed within the parameters of the code.

- Q2 - 64% of Stage 2 complaints upheld/partially upheld (16). This has remained somewhat consistent with the results from Q1.
- The number of compliments received in Q2 has increased from Q1 by 16%, which continues the positive trend in these being received.

2. **Recommendations from previous report**

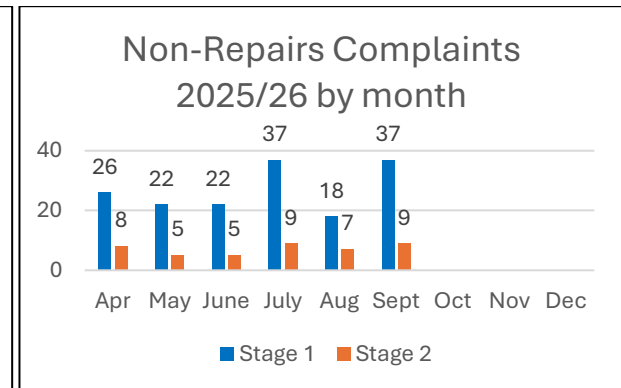
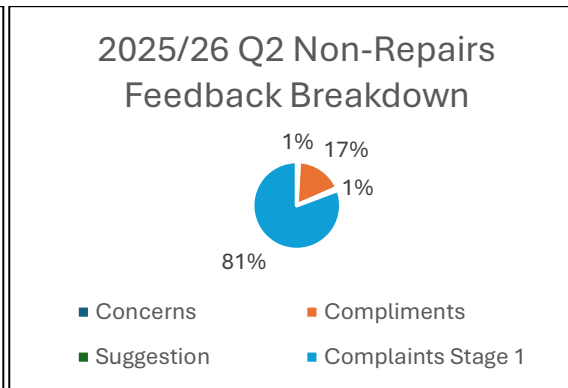
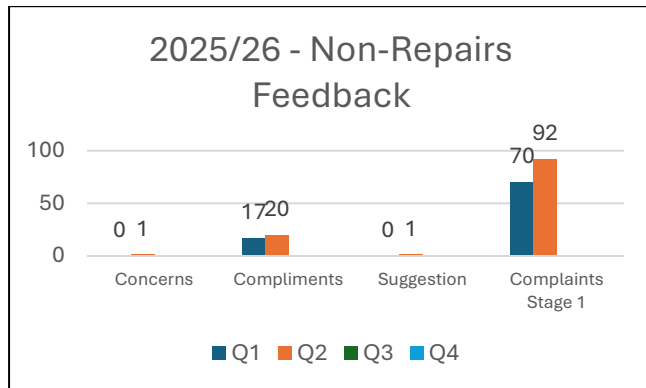
	Date	Recommendation	Owner	Update
1	Q1 2025/26	Considerations to be made around how to increase the percentage of the complaints answered within target for Strategy, Market Intervention & Growth.	HoS – Strategy, Market Intervention & Growth	Discussed at SMT on 2 September 2025 Continuing to monitor this
2	Q1 2025/26	Considerations to be made around how Service Requests are managed within all areas to reduce complaints. This has been a consistent reason for complaints being raised in terms of them either not being picked up at all, or delays in responding to these.	All HoS	CFT currently investigating this and collating further information – ongoing
3	Q1 2025/26	Work to be undertaken on reviewing and updating the complaints policy/process and related webpages in response to recent review and recommendations received by Housing Ombudsman	Customer Feedback Manager	Complaints process updated in September 2025 – relevant webpages updated, N&H complaint handling toolkit updated, HOS updated.

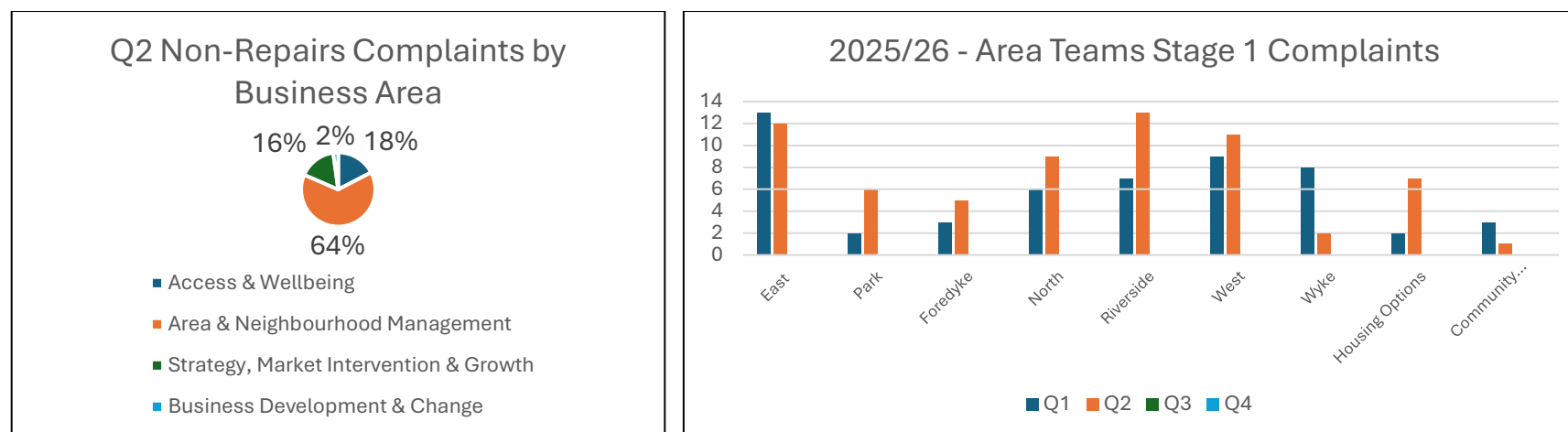
3. **Recommendations from this report**

	Date	Recommendation	Owner
1	Q2 2025/26	Considerations to be made around how Service Requests are managed within all areas to reduce complaints. This has been a consistent reason for complaints being raised in terms of them either not being picked up at all, or delays in responding to these – ongoing from Q1	Customer Feedback Team
2	Q2 2025/26	Additional training to be arranged with complaint actioning officers. Customer Feedback Manager to complete additional training for complaint Actioning Officers from November 2025 onwards starting 25th with Housing Tenancy Managers as arranged with Operations Manager.	Customer Feedback Manager

		Need to arrange with other business areas.	
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4. Feedback data and performance 01/07/25 – 30/09/25



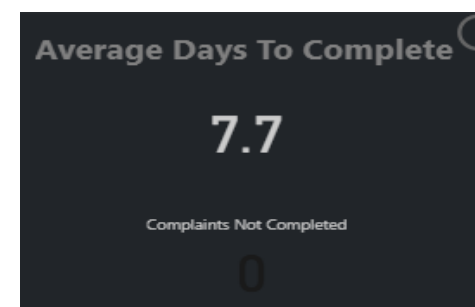
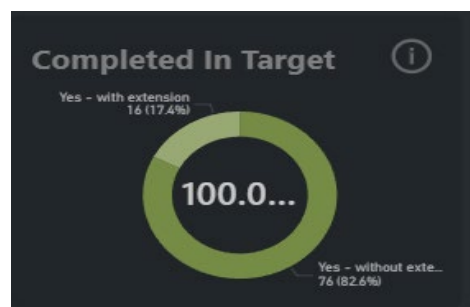
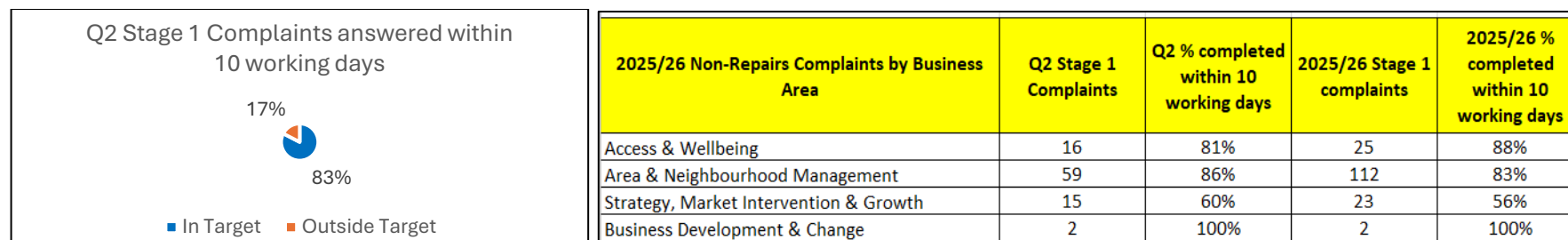


4.1 Summary of Customer Feedback – Q2

- 4.1.1 Complaints continue to form the bulk of the Customer Feedback, with 92 Stage 1 complaints received in Q2. This is a 27% increase from Q1 when 70 were received.
- 4.1.2 Area & Neighbourhood Management have received the highest number of Stage 1 complaints in Q1 with 64% (59). This is consistent with the number received in Q1 (53).
- 4.1.3 Access & Wellbeing and Strategy, Market Intervention and Growth have received approx. 60% more complaints in Q2 than they did in Q1.
- 4.1.4 Business Development & Change received 2 complaints in Q2 – this area has only received 8 complaints over the last 5 years. Both complaints related to the My Housing App.
- 4.1.5 There were 25 complaints escalated and reviewed at Stage 2 in Q2. This is a 33% increase from Q1.
- 4.1.6 In relation to other Customer Feedback, we received 1 suggestion and 1 concern in Q2.
- 4.1.7 The number of compliments received in Q2 (20) has increased from Q1 (17) by 16%, which continues the positive trend in these being received.

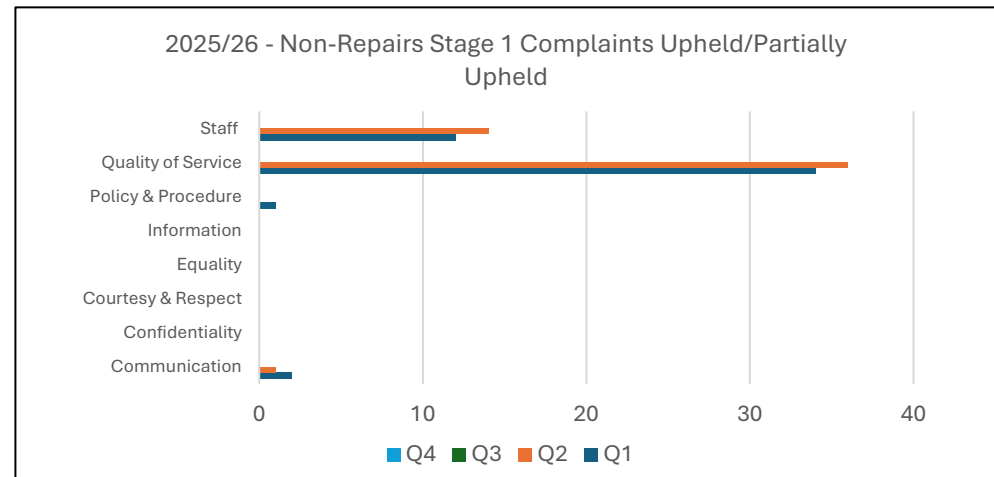
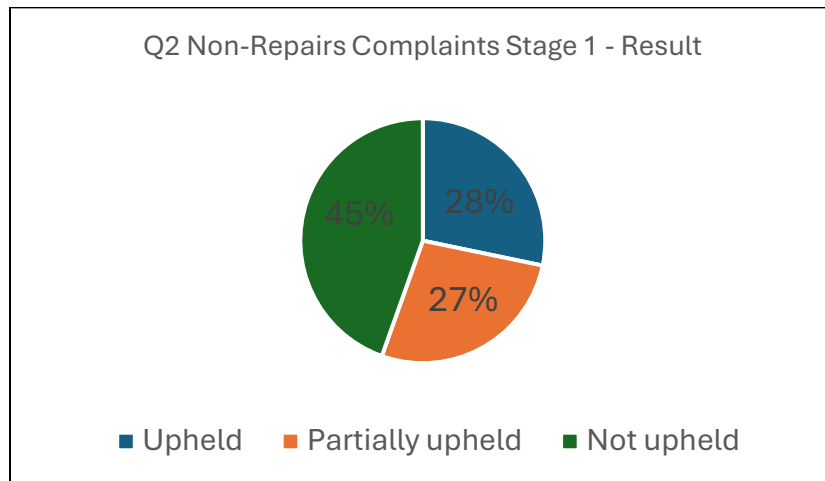
4.2 Stage 1 Complaints answered within target

(KPI – Stage 1 Complaints – 10 working days)



- 4.2.1 83% (76) of Stage 1 complaints were answered within the target set of 10 working days in Q2 - this has decreased from 91% in Q1.
- 4.2.2 The data shows that this was due to 16 extensions being granted in line with the Housing Ombudsman complaint handling code – 100% of the Stage 1 complaints were therefore still completed within the overall target and the parameters of the code.
- 4.2.3 The 16 cases where extensions were granted were compliant with the code in terms of a holding letter being sent out to keep tenants informed. The extensions were requested by the following business areas:
- Access & Wellbeing – Housing Options - 3
 - Area & Neighbourhood Management – 7 (Riverside – 2, Park – 2, West – 1, Wyke – 1, Neighbourhood/Community Team - 1)
 - Strategy, Market Intervention & Growth – 6 (Adaptations – 3, Environmental Health – 2, Strategy & Appraisals – 1)
- The reasons for extensions varied, but included:
- Translation services needed
 - Further evidence submitted needing further time for investigation
 - Awaiting responses/input from other areas
 - Visits needing to take place to assess adaptation works

4.3 Stage 1 – Complaint Results



4.3.1 55% of Stage 1 complaints were upheld/partially upheld in Q2 (51). This has decreased from 70% in Q1.

4.3.2 Quality of Service continues to be the most common category of complaint – We upheld/partially upheld 36 complaints in this category in Q2, which is somewhat consistent with the 34 that were upheld/partially upheld in Q1.

4.3.3 The sub-categories within Quality of Service that have had complaints upheld/partially upheld in Q2 are:

- *Agreed service not delivered – 1*
- *Disagree with assessment – 1*
- *Response times/delays - 1*
- *Service waiting time – 7*
- *Failure to respond - 11*
- *Unhappy with quality - 15*

4.4.4 Some of the specific issues related to Quality-of-Service issues are:

- *Not keeping tenants updated, especially when promises have been made on when they will receive updates*
- *Not responding to initial service requests*
- *Delay in adaptations service*
- *Quality of adaptation work – also mess being left or damage caused during adaptation works*
- *Issue with regeneration work*

- *Incorrect information on application affecting banding*
- *Lack of response from SART*

4.3.5 We upheld/partially upheld 14 complaints in the category of Staff in Q2. Specific issues related to ‘Staff’ are outlined below:

- *Ad hoc visit at a distressing time / Unannounced visit without any communication*
- *Not caring about tenant’s situation*
- *Unhappy with specific officer – no record of alleged conversation, issue with record keeping*
- *Unhappy with specific officer - experience did not meet the standard and investigation should have happened sooner than it did*
- *Unhappy with officer conduct - lack of supporting evidence and differing version of events*
- *Not being kept updated when staff member off sick*
- *A specific officer providing partial and contradictory information*
- *Staff member being rude – Actioning Officer explained there are cultural differences and this officer’s tone can come across as abrupt during conversations*

4.3.6 We upheld 1 complaint in the category of Communication in Q2 – this was due to a failure to respond to a tenant about quotes following this being agreed at an RTV.

4.3.7 We offered a total of £2250 in compensation across 6 of the upheld/partially upheld complaints in Q2. 3 of these were for Strategy, Market Intervention and Growth and the other 3 were for Area & Neighbourhood Management. The reasons for the compensation being offered are below:

- *Delays in submitting paperwork*
- *Adaptation works not being completed when initial work was undertaken or within agreed timeframes*
- *Distress caused by damage*
- *Distress and inconvenience caused by delay with mutual exchange*
- *Delay in repair work due to Housing Team/Tenancy Officer not responding to a request from HIS*

4.4 Stage 2 Reviews

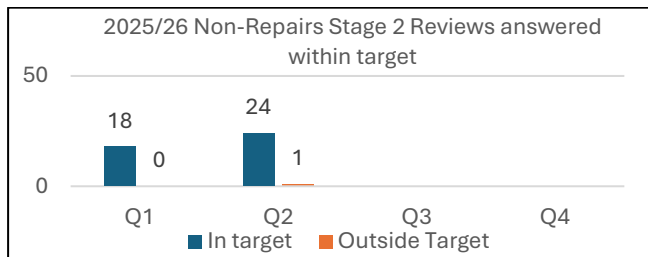
4.4.1 In Q2, there were 25 Stage 2 Reviews – this is a 33% increase from Q1.

4.4.2 The Customer Feedback Manager completed 6 reviews, and the others were allocated and completed by other actioning officers.

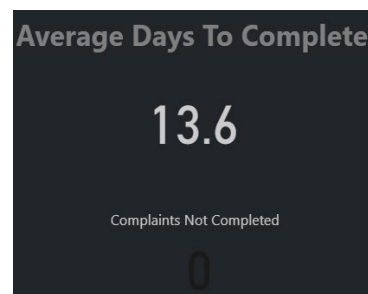
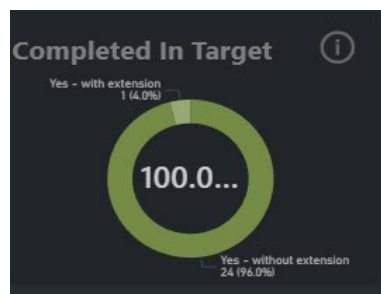
4.4.3 Area & Neighbourhood Management have received the highest number of Stage 2 reviews in Q2 with 44% (16). This is consistent with the number received in Q1 (16).

4.4.4 Access & Wellbeing and Strategy, Market Intervention & Change have received a higher number of Stage 2 reviews in Q2 – they both received only 1 in Q1. Business Development & Change did not receive any Stage 2 reviews.

4.5 Stage 2 Complaints answered within target (KPI - Stage 2 Complaints – 20 working days)



2025/26 Non-Repairs Stage 2 Reviews by Business Area	Q2 Number Stage 2 Reviews	% completed within target	2025/26 Stage 2 Reviews	2025/26 % completed within target
Access & Wellbeing	4	100%	5	100%
Area & Neighbourhood Management	16	94%	32	97%
Strategy, Market Intervention & Growth	5	100%	6	100%
Business Development & Change	0		0	
	25	96%	43	98%

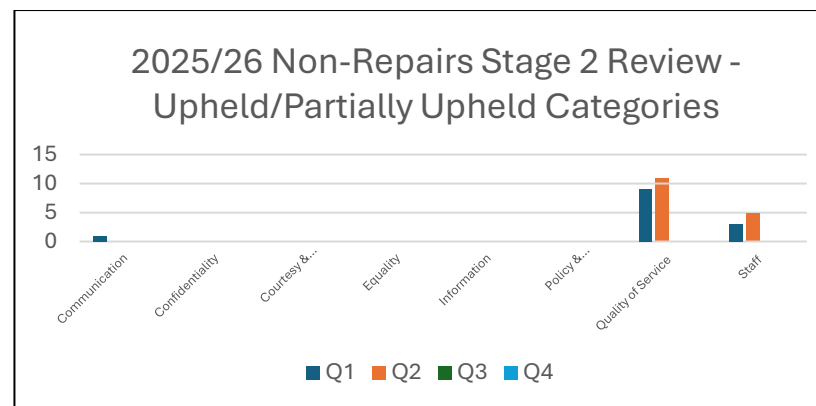
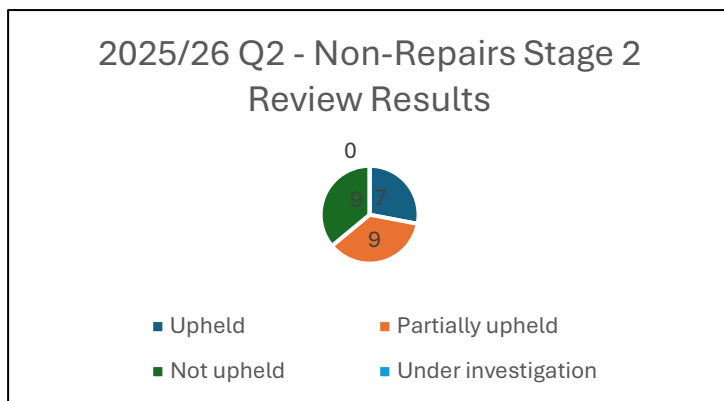


4.5.1 96% of the Stage 2 reviews were answered within target in Q2.

4.5.2 The data shows that this was due to 1 extension being granted in line with the Housing Ombudsman complaint handling code – this was due to awaiting a response from the Legal Team. This was escalated to Mark Nearney following several chase ups, a discussion was held and this was resolved. 100% of the Stage 2 complaints were therefore still completed within the overall target and the parameters of the code.

4.5.3 All business areas have performed well in achieving their targets on this.

4.6 Stage 2 – Complaint Results



- 4.6.1 64% of Stage 2 complaints upheld/partially upheld in Q2 (16). This has remained somewhat consistent with the results from Q1.
- 4.6.2 Quality of Service continues to be the most common category of complaint – We upheld/partially upheld 11 Stage 2 complaints in this category in Q2.
- 4.6.3 The sub-categories within Quality of Service that have had Stage 2 complaints upheld/partially upheld in Q2 are:
- *Disagree with assessment – 1*
 - *Failure to respond - 1*
 - *Service waiting time – 1*
 - *Response times/delays - 2*
 - *Unhappy with quality - 6*
- 4.6.4 Some of the specific issues related to Quality-of-Service issues at Stage 2 are:
- *Missed opportunities, ill advice given, failing of collaboration between teams/services*
 - *Insufficient information and lack of updates*
 - *Lacking action and advice at sign up in relation to solar panels*
 - *Delay in adaptations service*
 - *Quality of adaptation work – also mess being left or damage caused during adaptation works*
 - *Not being provided with a bidding number to bid for suitable accommodation*
 - *Not informing landlords sooner in relation to fire risks – lacking stakeholder communication*
 - *Specific remedies not being explored in line with desired outcomes at Stage 1 or no improvement, and further issues following remedies at Stage 1*
- 4.6.5 We upheld/partially upheld 5 Stage 2 complaints in the category of Staff in Q2. Specific issues related to ‘Staff’ are outlined below:
- *Actioning Officer not contacting or asking for evidence at Stage 1*

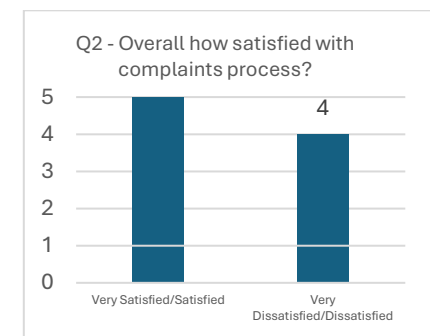
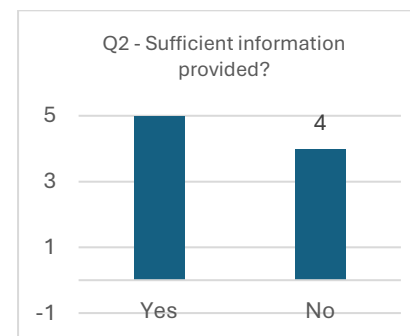
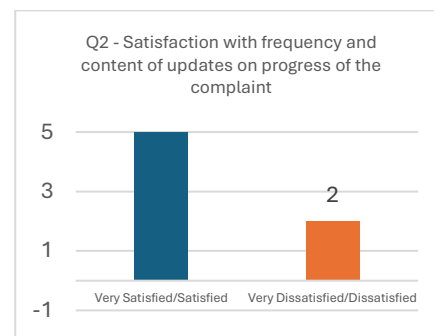
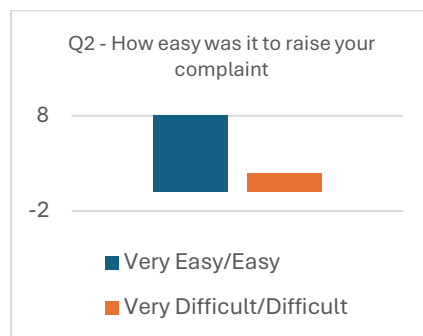
- *Lack of contact from staff member*
- *Inaccuracy of information provided*

4.6.6 We offered a total of £1450 in compensation across 5 of the upheld Stage 2 Reviews in Q2. 3 of these were within Area & Neighbourhood Management and 2 were within Strategy, Market Intervention & Growth. The reasons for the compensation being offered are below.

- *Issue with solar panel registration and invalid codes which causes debt with energy provider – goodwill gesture to cover the debt*
- *Distress and inconvenience in general, around how adaptations have been handled, and how housing team have not responded to requests*
- *Delay in adaptation works*

5. Customer Satisfaction Surveys

5.1 There were 59 surveys sent out in Q2. We received responses for 12 of these which is a 20% response rate. This is a slight increase in response rate from Q1.



5.3 The responses show that 60% were satisfied with the complaints process overall.

5.4 A positive comment received is below:

- *The complaints procedure was easy, and I was contacted by a lady who knew her stuff and chased everything up*

5.5 Some of the negative comments are below:

- *Barely any updates and nothing has been done*
- *Useless interaction with false information*
- *Poor correspondence and difficult to contact*
- *Work has still not been completed*

5.6 Due to some of the negative comments received, 1 Stage 2 review was opened to address this.

- 5.7 In relation to the other negative comments – feedback was sent on to the Actioning Officers/Relevant housing staff for them to chase things up or action accordingly.

6. Repeat Complainants

- 6.1 Customer Feedback Manager is continuing to log all contact receiving from a vexatious complainant. There have now been just over 600 emails sent into the dedicated SPOC box set up for his contact since March 2025.
- 6.2 This matter is continuing to be discussed with the relevant staff members, and the most recent action taken was for a NOSP to be served due to their conduct and behaviour.
- 6.3 This tenant has been advised that we will not tolerate this language and will not raise any new complaints if this language is used, asking them to re-submit any complaint without said language if they want to proceed with this.
- 6.4 This tenant has 5 open Ombudsman complaints. There were 7 open, however, 2 were closed. One was closed due to the tenant not wanting to pursue any further and the other we received a final decision from HOS who confirmed the case was Not Upheld – No Maladministration.

7. Compliments

- 7.1 20 compliments were received in Q2. This has increased from Q1 by 16%, which continues the positive trend in these being received.
- 7.2 All of these are categorised as compliments to members of staff.
- 7.3 These were received across all Service Areas and the comments show how much help and support has been offered and how much of a difference this can make to people's lives.
- 7.4 All compliments continue to be featured in the In-House Staff Newsletter, along with Case Studies.
- 7.5 Some of the compliments include:
- *Staff members going the extra mile*
 - *Supporting tenants in the community and staff being flexible, calm, patient, thoughtful and showing exceptional kindness and understanding as well as hard work, commitment, perseverance and creativity*
 - *Specific work being completed by staff members that has been appreciated*
 - *Supporting other teams with their work and tenant volunteers*
 - *Partnership working and approach to delivering community engagement events and contacts*
 - *Help and support with adaptation works*
 - *Housing services and refugee resettlement support – Compliment advised that they changed their lives, provided much needed stability and supported them through to a permanent place to call home*

- *Lifeline Team – a compliment received advising this team prevented someone a lot of pain and discomfort and potentially a lengthy stay in hospital*
- *Compliments for the Domestic Abuse Housing Hub*

8. Concerns

- 8.1 There was 1 concern received in Q2. This was in relation to installation of posts installed outside of a school where parents park. A response was sent confirming that the actions taken have were approved by ward councillors, school and local policing teams after consultation with Highways team, however concern would be raised regarding the site access/construction traffic and any potential safeguarding requirements.
- 8.2 In September, 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. Moving forward any complaints that would have been reclassified to concerns will now need to be responded to as complaints. It is anticipated that this should not increase workload significantly. The complaints process and relevant webpages have been updated following this decision.

9. Suggestions

- 9.1 There was 1 suggestion received in Q2. This was relating to putting up signposts to specific flats to make it easier for delivery drivers to locate the specific flat they need. It was raised for a Tenancy Officer to visit and assess this.

10. Learning

- 10.1 The N&H Toolkit for complaint handling has been updated to provide guidance for Actioning Officers when investigating and responding to complaints.
- 10.2 Customer Feedback Manager has put together a presentation with key information from this to deliver out to staff – this being delivered to Area & Neighbourhood management in November and further plans will be agreed to continue the delivery to other business areas.

11. Conclusions

- 11.1 Feedback received continues to be well managed and regularly reviewed to promote learning and meet the requirements of the RSH and Ombudsman.

- 11.2 It is clear from the data that there has been and continues to be an improvement in the numbers of compliments that are being received about staff; there is still scope for this to be improved and encouraged further, as can be seen through the data relating to the complaints received and this can be done through working on the areas in which we can see people are dissatisfied and what we need to do to remedy this. In terms of next steps, we can look at the feedback that we have already received as well as continue to monitor this and delve deeper to look at making any necessary improvements, whether this be through training, performance management etc.

12. Recommendations

	Date	Recommendation	Owner
1	Q2 2025/26	Considerations to be made around how Service Requests are managed within all areas to reduce complaints. This has been a consistent reason for complaints being raised in terms of them either not being picked up at all, or delays in responding to these – ongoing from Q1	Customer Feedback Team
2	Q2 2025/26	Additional training to be arranged with complaint actioning officers. Customer Feedback Manager to complete additional training for complaint Actioning Officers from November 2025 onwards starting 25th with Housing Tenancy Managers as arranged with Operations Manager. Need to arrange with other business areas.	Customer Feedback Manager