

Neighbourhoods & Housing Customer Insight Report (Housing Investment & Contractors)

QUARTER 2 (JULY-SEPTEMBER 2025)

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1. Executive Summary

The information in this Q2 report is based on analysis of feedback received from customers accessing the Council's formal feedback scheme during the period July to September 2025. The feedback relates to Housing Investment and contractors working on behalf of the Council to deliver repairs and maintenance and planned improvement schemes.

- 1.1. Customer insight in Q2 continues to highlight trends from previous quarters, ie that we have work to do in the reoccurring themes about quality of work delivered, minimising delays, and improving communications.
- 1.2. The overall percentage of complaints recorded in the formal system is less than one per cent of completed jobs. This does not account for any issues raised by customers directly to contractors. Whilst complaint volumes are low, we should still evaluate the service these customers are receiving, listen to their experiences, and more importantly learn from it, particularly where there are repeating themes.
- 1.3. The new process of KWL being able to log feedback directly in the Council's system started in July 2025. Non access codes were introduced to capture that where tenants expressed dissatisfaction with the service directly with KWL they would be asked if they wanted to complain. KWL have advised these codes do not work in Commit as they create problems with live orders.

A temporary solution was agreed so the codes are being used in the body of the note field of an order. Whilst a report can be run to search for the codes within the note fields the use of non-access codes is common across the business and the preferred method. Total Mobile has been discussed as a future solution. Timescales are unknown for development in this area.

The corporate feedback team are still developing the reporting mechanism for us to capture the volume of complaints logged by KWL. Once we have this set up, we will triangulate this alongside the non-access codes used.

- 1.4. Complaint disputes. It was agreed that any disputes about complaint decisions that come from KWL should come to the Alliance Team Meeting for further discussion.
- 1.5. HCC settled 36 complaints with a financial gesture of goodwill/compensation. This totalled £8,039. These payments are made by HCC regardless of if the complaint is attributable to a contractor.
- 1.6. Learning. Joint meetings have been taking place monthly with KWL under the contract governance procedure to consider lessons learned, service improvements and best practice for complaint handling.
- 1.7. Whilst these meetings can identify themes and trends within complaints HIS/KWL agree we need to refocus how learning is identified and what happens to it. There is a need to increase visibility and ensure where service improvements are identified these are followed through operationally. **Recommendation:** HIS and KWL to agree the process for learning and service improvements identified via customer feedback.

2. Financial Implications

During Q2 the following complaints were settled with a financial gesture of goodwill in line with the N&H Compensation Guidelines/HOS guidance.

Complaint Reference	Stage	Compensation amount	Reason for payment	Complaint upheld/partially upheld to
CCF733662687	2	£250	Delays with CCTV survey and repairs. Difference of opinion from Pest Control/KWL about how the surveys were conducted. Customer also intervened and created communication issues by contacting sub-contractor direct.	HIS/KWL
CCF744805547	2	£200	Delays completing works to intercom system	ABCA (specialist contractor)
CCF750899160	1	£95	Communication about door repairs and customer alleged cloths used for D&M treatment was left in a plant pot	KWL
CCF706870526	2	£20	Contribution towards décor following fan installation (programme does attract automatic allowance)	KWL
CCF721461430	2	£200	Tenant raised order online and it went to KWL in error. This is specialist heating. Created delays in repair	HIS
CCF721561677	2	£250	Quality of repair picked up by surveyors' inspection. Call back order raised	KWL
CCF722427953	2	£140	Communication issues linked to repairs	KWL
CCF722717989	2	£500	Delays to shower repair. Customer also advised repeatedly asked KWL to raise her complaint, but no action was taken until they contacted HCC in June	KWL
CCF724415938	2	£350	Delays to repairs. KWL did not complete some repairs on arranged appt as joiner advised the job was not clear and needed supervisor input. KWL accept this was not correct	KWL

CCF725289520	2	£350	Delays to repairs. Tenant requires housing management to be present when contractor attends. No replies to KWL to confirm availability, orders were cancelled.	Area team
CCF725679343	2	£100	Communication, Failure to ring ahead. Tenant was upset that KWL arrived unexpectedly	KWL
CCF727615261	1	£50	Delays raising orders	HIS
CCF727991500	1	£100	Delays in repairs to wetroom	KWL
CCF728258302	1	£150	delays, lack of communication, use of electricity and work not being done right first time	KWL
CCF729435127	1	£100	Lack of communication about appointments/incorrect advice about hob	KWL/HIS
CCF730171625	2	£500	Electrical circuit protection unit incorrectly labelled by KWL.	KWL
CCF730575258	2	£150	Work not completed as required on order initially raised	KWL
CCF731374588	1	£150	Communication linked to planned kitchen works	HIS
CCF731798313	1	£500	Tenant left using portaloos for 11 weeks whilst repairs were carried out	KWL
CCF732467270	1	£200	Delay picking up complaint, communication failure due to contractor attending without notice	HIS
CCF733358774	1	£100	Delays to repairs	KWL
CCF735409672	1	£150	Delays to repairs	KWL

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CCF736763768	1	£150	Delays to repairs	KWL
CCF739460112	1	£100	Delays to repairs/Communication	KWL/Area Team
CCF742495494	1	£100	Delays to repairs/Communication	KWL/Area Team
CCF743805642	1	£500	Delays linked to structural survey process	HIS/BDS
CCF743971643	1	£50	Time and trouble for chasing repairs/communication	KWL
CCF744223595	2	£500	Delays to repairs, incorrect information provided regarding the immersion heater	KWL/HIS
CCF744458403	1	£100	Failure to communicate when orders cancelled/incorrect order description	KWL/HIS
CCF744568260	1	£300	Delays to repairs	KWL
CCF747780314	1	£784	Delays to repairs	KWL
CCF748441875	1	£100	Delays to repairs	KWL
CCF749231697	1	£300	Delays to repairs	KWL
CCF749706618	1	£700	Delays to repairs/repair not raised following RTV	KWL/Area team
CCF752039905	1	£100	Delays to repairs	KWL
CCF752041805	1	£150	Delays to repairs/responding to complaint	KWL/HIS

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4. Q2 Feedback data overview

4.1. There was a total of 158 complaints received during Q2 across all business areas of Housing Investment.

4.2. **Adaptations** - 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 4 Stage 1 complaints during this quarter (3 upheld and 1 partially upheld). There was 1 that was escalated to Stage 2 and this was partially upheld. The Stage 1s that were upheld and partially upheld were categorised as Service – unhappy with quality. The Stage 2 that was partially upheld was categorised as Service – unhappy with quality.

4.3. Complaint Category Overview

The most common complaint category within cases that have been either upheld or partially upheld at both Stage 1 and Stage 2 is the overarching category of Quality of Service. This shows that customers were dissatisfied with delays, and the quality of the work delivered.

The general theme showing from customer's feedback and experience is that:

- Repairs are taking too long to complete
- Standard of work (quality) needs to improve.

5. Stage 1 Complaints Context

5.1. 142 complaints were answered within 10 working days (90%). Whilst we strive for 100%, some cases are more complex and there will always be ones that fall out of the timescales. We are working with the Housing Ombudsman's code regarding extensions so adhering to acceptable process. We continue to monitor performance to ensure that whilst striving to answer all complaints within timescale this does not impact on quality of response.

5.2. 16 cases did not meet the 10-day target but were in line with agreed HOS guidelines for extensions. These were due to:

- Complaints that require multi team input. The team can experience delays when co-ordinating replies from across N&H and wider council services and contractors.
- Complex cases where significant interactions are required with customers/other service areas/agencies

5.3. For service improvement/learning purposes we focus on the complaints upheld/partially upheld and the themes and trends within those complaints. 108 Stage 1 complaints were upheld/partially upheld (68%). Of these:

- 79 were attributed to KWL (73%)
 - Quality of service
 - Communication
 - Courtesy and Respect
- 2 were attributed to other contractors (1.8%)
 - Quality of service

- 27 were attributed to HIS (25%)
 - Quality of service
 - Courtesy and Respect

5.4. Breakdown by Housing Investment Business Area

More detailed analysis for areas with higher volumes of complaints follows below.

5.4.1. Repairs & Maintenance (R&M)

During Q2 there were 117 Stage 1 complaints attributed to the R&M business. This accounts for 74% of the overall Stage 1 complaints received for the Housing Investment Service.

5.4.2. Of the overall total for R&M 89 Stage 1 complaints were attributed to KWL who deliver the repairs service for the Council. Of these 66 (74%) were either upheld or partially upheld.

5.4.3. The Housing Ombudsman's definition of a complaint is: *"an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents"*. For learning purposes, we focus on complaints that are either upheld or partially upheld. These identify service failures and consequently areas where there is the potential to improve the service provided.

5.4.4. The trend within the category of Quality of Service continues to be the focus of upheld or partially upheld complaints.

5.4.5. A review of the upheld and partially upheld Quality of Service sub-groups identifies the majority of complaints are linked to response 'times/delays' followed by 'unhappy with quality'.

5.5 Planned works

There has been an increase in complaints linked to the delivery of planned internal improvements by KWL. 15 complaints were logged during this quarter, and all were either upheld/partially upheld. Programme Managers within HIS who are responsible for this area are investigating further to identify service improvements.

6. Stage 2 Complaints Context

- 6.1. 33 complaints escalated to Stage 2. 23 complaints were answered within 20 working days (70%). We continue to monitor performance to ensure that whilst striving to answer all complaints within 20 days this does not impact on quality of response.
- 6.2. 10 Stage 2 cases were out of target but were in line with agreed HOS guidelines for extensions. These were complex cases that required further time to investigate. This can sometimes be unavoidable and can often be the case with repairs complaints. Customers are kept fully informed and holding letters/emails are sent.
- 6.3. The general themes that are creating some problems in replying within timescale include:

- 6.4. In 22 of the Stage 2 complaints (67%), we agreed with the customer's dissatisfaction with the outcome of their initial complaint and had to take additional action to resolve or prevent even further escalations.
- 6.5. The general theme at Stage 2 is the Quality of Service (response times/delays, unhappy with quality, disagreement with assessment). Complaints partial/upheld at Stage 2 highlights the importance of getting these areas right especially if the customer has already had a Stage 1 investigation. We should not be experiencing Stage 2 complaints where remedial action we agreed/organised was then not carried out to the customer's satisfaction, or not at all. We continue to embed a process internally to ensure agreed actions at Stage 1 are followed up to customer satisfaction.
7. **Designated Tenants Complaints Panel (DTCP)**
No cases investigated in this quarter
9. **Housing Ombudsman Scheme (HOS)**
Summary of cases with final decision see Appendix A
Summary of open cases see Appendix B
10. **Positive feedback – Compliments**
The Council was directly notified about 75 compliments, 71 to KWL, 4 to Housing Investment as follows:
- **KWL**
Courtesy & Respect (44)
Quality of Service (27)
 - **Housing Investment**
Courtesy & Respect (3)
Quality of Service (1)

