

Housing Complaints Task Force

19th June 2024 (April meeting delayed due to leave)

Agenda

- Welcome & Introductions
- Actions from Last Meeting
- Q4 and Annual figures trends & preventative actions
- Task Force Expectations
- Housing Ombudsman/Regulator update
- TSM Q4/End of Year Results
- Preventative Actions for this quarter
- Up Next...
- AOB

Actions from Previous Meeting

Action: James to send Nicola the correct Complaint Response Template – Completed.

Housing Repair Complaints Q4

Q4 – Received	BMBS/DLO	Asset Compliance	Asset Management	Total
2022/23	112	57	7	176
2023/24	125	54	5	184
% Change	+11.6%	-5.2%	-28.6%	+4.5%

Response Times

Building Services responded to 87 complaints in Q4, with 58 (66.6%) of these complaint responses breaching the 10-day deadline.
Asset Compliance responded to 50 complaints in Q4, with 39 (78%) of these complaint responses breaching the 10-day deadline.
Asset Management responded to 0 complaints in Q4.

Themes & Trends

The Repairs and Compliance Teams see complaints regarding:

- Longstanding repairs at properties
- Lack of communication
- Damp and Mould
- Standard of Contractors work
- Boilers

Tenancy Services & Housing Solutions Complaints Q4

Q1 – Received	Tenancy Management	Housing Solutions
2022/23	18	5
2023/24	16	2
% Change	-11%	-60%

Response Times

Tenancy Services responded to 14 complaints in Q4, with 5 of these complaint responses breaching the 10-day deadline. Housing Solutions responded to 2 complaints in Q4, with 1 of these complaint responses breaching the 10-day deadline.

Themes & Trends

Having reviewed the Tenancy Services complaints, there were complaints about:

- Anti-Social Behaviour
- Rent Increases

Of the 14 complaints responded to, 8 were not upheld and 1 was not considered to be a complaint.

In Housing Solutions complaints, the complaints were about:

- Housing Application
- A proposed extension

One was upheld and one was not upheld.

Stage Two Complaints & Housing Ombudsman Cases

Stage Two

Between 1st January 2024 and the 31st March 2024 the Councils' received 19 stage two complaints regarding Housing Repairs, Asset Management and Asset Compliance. This is up 1 from Q4 last year.

Themes for this quarter include:

- Delays to stage one responses
- General delays to repairs at properties
- Lack of communication following stage one complaint

Both Housing Solutions and Tenancy Management did not receive a stage two complaint in Q4..

Ombudsman Cases

The Councils have had one Housing Ombudsman case determined in the last quarter following an upgrade to fire exits at Minden Block, Sudbury a couple of years ago. There was order that was:

- The landlord is also ordered to provide the resident with a copy of any risk assessment report it carried out prior to starting work on the fire escapes and apologise to the resident for its delayed responses to her complaints.

Annual Figures and Report

- Between 1st April 2023 and 31st March 2024 the Councils received a total of 1048 stage one complaints across all areas, of which 752 related to Housing.
- Of these 752 the breakdown is as follows: BMBS/DLO (443), Asset Compliance (192), Tenancy Services (65), Housing Solutions (39), and Asset Management (13). 491 of these complaints were upheld.
- 752 is an increase a 25% increase on the previous 12 months where the Councils received 603 housing complaints and 328 were upheld.
- As we move over to the new complaints system in the coming weeks, I will be able to provide you with greater insights moving forward.

Task Force Expectations



Trends and Lessons – Identify and understand.



Accountability for what we are changing as a result.



Evidence gathering around changes (meeting minutes, TORs etc)



What else do you need?

Housing Ombudsman Determination Review

Background – Complaint Handling Failure Order Received in April 2024

We hadn't complied with a previous order made by the ombudsman in relation to sharing information with the tenant. Information to be shared was of risk assessments carried out as part of the works required to fire escapes.

Outcome

Further apology issued to tenant and ombudsman.
Information required shared

Ombudsman can now publish details of our non-compliance with their determination either in their annual report or on website.

Housing Ombudsman Determination Review

Assessment and Findings

Housing Ombudsman Determination Review

Outcomes

Housing Ombudsman Determination Review

Lessons Learnt

- 26% satisfied with complaint Handling
- End of year submission – June 2024.

TSM Q4 Results for Complaint Handling



Over to you for
Preventative Actions
Identified this Quarter

Up Next...



Complaint Handling – Changes to team and system training



New Complaints System (expected April) – better reporting.



Ombudsman Session with Ipswich – Postponed



Complaints Improvement Day – 29th April 2024