

**Complaints Monitoring Report  
Housing Property Services  
Quarter 1 2024/25 – April to June 2024**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Total number of complaints received	41	37	53	50	65
Total number of complaints closed	42	37	55	50	64

The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	34	81.0%	34	91.9%	50	90.9%	47	94.0%	60	93.8%
Number of complaints closed – Investigative	6	14.3%	1	2.7%	2	3.6%	3	6.0%	3	4.7%
Number of complaints closed – Escalated	2	4.8%	2	5.4%	3	5.5%	0	0.0%	1	1.6%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	26	76.5%	21	61.8%	24	48.0%	35	74.5%	45	75.0%
Number of Frontline complaints partially upheld	3	8.8%	6	17.6%	9	18.0%	4	8.5%	5	8.3%
Number of Frontline complaints not upheld	5	14.7%	7	20.6%	16	32.0%	8	17.0%	10	16.7%
Number of Frontline complaints closed as “resolution”	0	0.0%	0	0.0%	1	2.0%	0	0.0%	0	0.0%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	33.3%	0	0.0%	1	50.0%	1	33%	1	33.3%
Number of Investigative complaints partially upheld	1	16.7%	0	0.0%	0	0.0%	0	0.0%	2	66.7%
Number of Investigative complaints not upheld	3	50.0%	1	100.0%	1	50.0%	2	67%	0	0.0%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0	0	0.0%	0	0.0%

**Complaints Monitoring Report**  
**Housing Property Services**  
**Quarter 1 2024/25 – April to June 2024**

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	2	100%	1	50%	2	67%	0	0.0%	0	0.0%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0.0%	0	0.0%
Number of Escalated complaints not upheld	0	0%	1	50%	1	33%	0	0.0%	1	100%
Number of Escalated complaints closed as “resolution”	0	0%	0	0%	0	0%	0	0.0%	0	0.0%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Average time in working days for a full response - Frontline	4.74	4.09	4.73	5.02	5.33
Average time in working days for a full response - Investigative	17.67	21.00	20.50	27.33	36.67
Average time in working days for a full response - Escalated	28.00	35.00	17.00	0.00	42.00

<b>Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days</b>										
<b>MEETING TARGET TIMESCALES</b>	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	27	100.0%	27	100.0%	38	100.0%	38	95.0%	40	97.6%
Number of complaints closed within 20 working days – Investigative	6	100.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Number of complaints closed within 20 working days - Escalated	0	0.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%

<b>Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised</b>										
<b>EXTENSIONS</b>	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	5	71.4%	7	20.6%	12	25%	5	71.4%	16	84.2%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0.0%	1	100.0%	3	150%	1	100.0%	3	100.0%

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>						
<b>Complaint ID</b>	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003537048	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenants are kept updated of the progress of repairs and to contact them to advise if there is a delay waiting for parts etc.
101003539015	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Revision	Ensure that neighbours are made aware if noisy works are to be carried out in the vicinity.
101003539567	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	ensure that tenants are kept fully informed and updated of progress of heating upgrade works and any delays to this.
101003541600	1	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	Repairs Schedulers made aware of delays etc so this does not get repeated.
101003543918	1	Repairs/Capital/Planned maintenance	Property Asset Manager	Upheld	Revision	Requirement to explain to tenant why works are either not possible or complicated to undertake. If necessary some communication in writing should be considered to ensure record of what has been decided to be undertaken by the Council is held.
101003544917	1	Repairs/Capital/Planned maintenance	Property Asset Manager	Upheld	Reinforcement	Housing Asset Management Team need to ensure cases allocated to them are responded to within an appropriate timescale. Revised management of team now in place to help manage caseloads.
101003545457	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Ensure that Repairs Schedulers raise works orders within correct timescales and keep tenants updated of progress of works and any delays due to weather etc
101003546622	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure our tradesmen carry out works to correct standards and specifications and leave properties in a clean and tidy standard, remind Housing Asset Management staff to follow-up on any upgrade works they advise tenants of.
101003546901	1	Repairs/Capital/Planned maintenance	Design & Construction Manager	Upheld	Reinforcement	We have informed the contractor on this error so that this does not reoccur and we have offered the complainant compensation.
101003547483	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that Repairs Schedulers check that any Out of Hours work follow-ons are actioned and arranged with the tenants

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

101003547865	1	Repairs/Capital/Planned maintenance	Property Asset Manager	Partially Upheld	Reinforcement	Requirement to ensure appropriate management of contractors on site. Future works will be checked more diligently by Clerk of Works.
101003549983	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Better communication with tenants to ensure any non-emergency or follow on repairs appointments booked are agreed in advance with tenants. Also check the DRS system to make sure repairs appointment booked are sending tenants confirmation texts when booked and reminder texts on the eve of the repair, which in the case also appears to be an issue.
101003550635	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Better communication with tenants from repair scheduling team, to ensure tenants are informed if works escalate or fail to meet the initial target.
101003551237	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenants are kept up to date with progress of their repair, and any delay caused by waiting for parts to be delivered.
101003551657	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenants are kept informed of progress of works
101003552292	1	Repairs/Capital/Planned maintenance	Property Asset Manager	Upheld	Reinforcement	Head of complaint one – Ensure tenant is informed on progress of works and advised of any issues with timescales. Head of complaint two – Trades staff should not unplug equipment in a house without permission.
101003554565	1	Housing Estate Management	Area Housing Manager	Upheld	Revision Redress	Better communication needed between departments
101003555627	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld		Ensure that tenants are kept updated of the progress of repairs, and interim financial support is offered in cases where tenants have incurred additional utility costs
101003556568	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Upheld	Reinforcement	Toolbox talks to be carried with contracts team staff regarding protocols whilst working in tenanted properties

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

101003557756	1	Repairs/Capital/Planned maintenance	Heating & Electrical Manager/Admin Assistant	Upheld	Redress	This heating system was installed just over a year ago (recently out of defects) and the repair should have been passed direct to the manufacturer (Mitsubishi) to cover under their parts warranty. This has been highlighted to the manufacturer and the fact that we require standard parts for these types of systems to hold in stock, rather than wait 6 weeks for parts (which then come incorrectly). Mitsubishi have also been asked to provide manufacturer training to DLO Engineers for future maintenance of these systems. We should have also provided the tenant with an interim payment to support his heating costs due to the vulnerability of this wife. This did not happen as he chose not to accept temporary heaters and provide his own; therefore, our Asset team were unaware of the issue, which the DLO should have highlighted sooner.
101003558768	1	Repairs/Capital/Planned maintenance	Senior Housing Projects Officer	Upheld	Revision	clear instruction is required to ensure contractor understands scope of works required
101003561830	1	Repairs/Capital/Planned maintenance	Contracts Coordinator	Upheld	Reinforcement Revision	Better communication with tenants regards cyclical roof cleaning programmes and prioritisation given to reports where gutters are blocked ( response repair raised an immediate action taken).
101003561881	1	Repairs/Capital/Planned maintenance	Contacts Supervisor	Upheld	Reinforcement	Ensure tradesman tidy up any mess behind him, no matter what condition a property is in. Painters to receive refresher toolbox talk on the importance of ensuring paint spills are immediately cleaned
101003562817	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Damp and mould procedures should have been followed. Housing management should have been contacted to deal with access issue and a follow up check should have been carried out to deal with the outstanding case, which was not resolved. Refresher training on damp and mould procedures to be carried out for all staff involved and procedures reviewed to ensure such cases are dealt with/escalated.

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

101003562898	1	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	<p>Head of complaint one – Better communication with tenants from Housing Management , Asset Team and DLO on status of complex repair cases involving damp and mould, particularly when vulnerable children are involved.</p> <p>Head of complaint two – Damp and Mould procedures followed to ensure tenants receive copies of damp and mould survey reports and are informed of the work required and timetable to complete. Improvement in performance from complaint (Envirovent) that install PIVs, as current lead in times is unacceptable ( 26 weeks).</p>
101003562910	1	Repairs/Capital/Planned maintenance	Senior Housing Projects Officer	Upheld	Reinforcement	<p>The Asset Management Team should ensure if a case is past to a contactor that they advise the tenant of actions taken and provide updates. The Team should also chase contractors to ensure they respond within reasonable timescales.</p>
101003564426	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	<p>Better communication with tenants regards follow on repairs as well as priority given to urgent items (like no bedroom light) addressed much sooner.</p> <p>A repairs workshop is to be held with the Building Services Manager and all repairs team members/schedulers etc. because of the high number of similar follow-on repairs that are being left unattended, and leading to complaints, to ensure ownership is taken and communication is improved with tenants.</p>
101003566857	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	<p>Better communication and coordination with tenants regards follow on repairs from out of hours calls as well as priority given to urgent items (like smoke detectors not working) addressed much sooner.</p> <p>A repairs workshop is to be held with the Building Services Manager and all repairs team members/schedulers etc. because of the high number of similar follow-on repairs that are being left unattended, and leading to complaints, to ensure ownership is taken and communication is improved with tenants.</p>

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

101003567460	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that works are properly assessed and that tenants are not left without properly functioning facilities for an extended period of time.
101003568100	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Service to ensure future repairs information are highlighted to tenant. Repairs now arranged and pre-visits to be provided.
101003569295	1	Repairs/Capital/Planned maintenance	Senior Housing Projects Officer	Upheld	Reinforcement	Staff should have appropriate training to ensure they respond to queries correctly and within appropriate timescale. Training has been provided to Housing Project Officer staff on how to deal with this type of situation in the future. Further staff have been reminded that tenants and owners should be responded to within reasonable timescales.
101003572979	1	Other	Supported Accommodation Manager	Upheld	Revision	Property to be treated as a sensitive let.
101003573995	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	When trades attend a property to make repairs, ensure they investigate properly, and provide a clear diagnosis of problem. We have arranged for an external contractor - BS Pipelines to attend on 23 May 2024 and check the drains and manhole in the garden for any blockages; we have arranged a property cleaning specialist to attend on Monday 27 May 2024 to clean up and dry out the flooded area; a plumber to attend on 23 May 2024 to replace the pedestal of the sink and attend to any other issues and for a joiner to attend on Monday 27 May 2024 to replace the broken bath panel.
101003574539	1	Allocations	Housing Needs Operations Manager	Upheld	Reinforcement	To ensure cases are dealt with timeously. Queues checked for any outstanding/new cases. Staff will be reminded.
101003575045	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	£200 compensation offered and accepted. Ensure calls regarding repairs to properties are directed to the correct team.
101003577471	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Dept to contact Customer Services to ensure correct procedure followed. Repairs now complete and tenant satisfied.

**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

101003579901	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Better communication with tenants to inform them if a scheduled visit cannot take place. Follow up communication also needs improved after report of missed appointments , which should have been escalated to the correct team
101003580041	1	Housing Disputes	Housing Operations Manager	Upheld	Revision	The Management Transfer procedures have been updated to advise staff to consider the level of risk when considering the use of Management Transfers and that more immediate options such as making a homeless presentation should be considered.
101003581674	1	Allocations	Health & Safety Co-ordinator/Housing Needs Operations Manager	Partially Upheld	Reinforcement	Ensure that Voids Supervisors check that properties meet the required letting standards prior to handover to Housing.
101003584072	1	Other	Supported Accommodation Manager	Upheld	Revision	Enhanced communication with the tenants by providing clear and detailed explanations of the upcoming events.
101003584491	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that all trades complete work to a high standard and do not leave any mess behind.
101003584636	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tradesmen investigate the cause of plumbing problems and raise follow-on works as required to ensure that any issues are resolved. Head of complaint two - Tradesmen will be reminded to treat tenants politely and courteously and to behave in a professional manner at all times
101003585006	1	Repairs/Capital/Planned maintenance	Senior Housing Projects Officer	Upheld	Revision	Correspondence sent to contractor to inform them of lack of contact, to avoid this scenario from occurring again
101003585150	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that staff take note of details of availability of tenants and adhere to the information provided
101003586758	1	Repairs/Capital/Planned maintenance	Design & Construction Manager	Upheld	Revision	Contractor to review their appointment process to ensure electricians attend on dates and times given.



**Complaints Monitoring Report  
Housing and Property Services  
Quarter 1 2024/25 – April to June 2024**

101003587250	1	Repairs/Capital/Planned maintenance	Property Asset Manager	Partially Upheld	Reinforcement	The learning is that communication between Council teams should have been better and the tenant should have be contacted on the roof issue. Roof to be inspected and findings will be discussed between DLO and Housing Asset Management with outcome to be reported to tenant in reasonable time.
101003587732	1	Housing Disputes	Business Manager	Upheld	Reinforcement	Depts involved will be provided with list of failings which lead to lack of communication to ensure this will not happen again in the future.
101003589941	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement	Communication with tenants to improve. Staff informed.
101003593877	1	Housing Disputes	Area Housing Manager	Upheld	Reinforcement	A check should have been completed with the Awards team re the non-payment of DHP before the tenant was contacted.
101003594064	1	Housing Estate Management	Area Housing Manager	Upheld	Redress	Open Spaces are low on staff to carry out contracts timeously.
101003526448	2	Housing Disputes	Area Housing Manager	Partially Upheld	Reinforcement	AHOs have been advised to improve their contact with tenants.
101003529391	2	Housing Disputes	Property Asset Manager	Upheld	Reinforcement Revision	<ul style="list-style-type: none"> <li>1) Generic email address inboxes to be monitored and responses provided in timely manner.</li> <li>2) Reports will be explained to tenant when they are issued and should include all issues discussed</li> <li>3) Ensure tenant is advised of works before they are contacted by contractor. Updated website with revised privacy notice</li> <li>4) ensure tenant is advised of works before they are contacted by a contractor</li> <li>5) Customer service training to be provided to all areas of team considered with focus on customer facing staff.</li> <li>6) Enacted a process to speed up offering of property to tenant.</li> </ul>
101003550406	2	Other	DLO Manager	Partially Upheld	Reinforcement	Team have been made aware that communication should be improved in these types of cases.