



Housing & Landlord Services Quarterly complaints and service improvement report

Quarter 1 2024/2025

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Introduction

In order to comply with the Housing Ombudsman's Complaint Handling Code, the Governing Body (councillors) must be provided with regular information about housing complaints.

Quarterly reports will be provided at the end of Q1, Q2 and Q3 with an annual report being provided after the end of the financial year.

The Housing Ombudsman's Complaint Handling Code can be accessed here and there is also some specific guidance for governing bodies, which can be accessed here: [The Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)

Complaint cases received

Within Landlord Services, a total of 474 complaints, 14 comments and 3 compliments were received. Breakdown by service area is shown in the table below.

Service	Complaint
Estates & Housing Management	123
Repairs & Maintenance	290
Business Innovation	1
Private Housing and Accessible Homes	19
Housing Options	46
Total	474

NB: The table above includes complaint cases for the Housing Options Service and may contain cases where the complainant is not a council tenant or leaseholder.

There was a 14% increase in complaints compared to the previous quarter when the Housing and Landlord service received 396 complaints.

Top 3 classifications for complaints

Out of the 414 complaints received within the Landlord service the following is the classification of those complaints:

1. Delivery or non-delivery of a service 64 (15%)
2. Application of a Council policy 14%
3. Time waiting for works/repair 13%

Responses in target

During quarter 1, the Council's SLA for responding to non-statutory complaints was 10 working days, with a compliance target of 100%. The table below shows a summary of the performance by service area.

Service	Within 10 day SLA Quarter 1 2024-2025
Estates & Housing Management	37%
Repairs and Maintenance	53%
Housing Options	52%
Housing Delivery	100%
Private Housing and Accessible Homes	53%
Total for landlord service	50%

The Housing Ombudsman requires all landlords to respond to housing complaints within 10 working days. Overall, the Landlord Service answered 50% of all Stage 1s within 10 working days.

Complaint resolution stages

88% of cases were resolved at stage 1. 11 % of complaints were resolved at stage 2

Outcomes

34 % of complaints were not upheld, with 29 % being upheld 30 % partly upheld. 6 % of complaints showed as other or no outcome due to the cases being open.

Customer satisfaction

Transactional Satisfaction Survey

20 complainants went on to complete a satisfaction survey following their complaint. The overall satisfaction rating for complaint handling is 35 %. 55 % of complainants were dissatisfied.

Tenant Satisfaction Measure (perception survey)

During quarter 1, residents responded to the annual resident satisfaction survey (TSM's). 30 % of residents were satisfied with the how BCC (as a landlord) handled complaints. The sector benchmark is 33.8%.

Housing Ombudsman Determinations

During the quarter 1 period Bristol City Council received 2 Housing Ombudsman determinations and 1 Local Government and Social Care Ombudsman determination. The Housing Ombudsman determined:

- Maladministration
- Severe Maladministration

A total of 10 orders and 5 recommendations were made by the Housing Ombudsman including a total of £3350 in compensation to the residents, all orders have been completed by the service. A case review was undertaken of each case to learn from these cases and the findings shared with operational teams.

Lessons learned

During this period, respective complaint handlers highlighted several issues that they perceived to be the root cause of the complaint. The service attributed work volumes as the highest cause across all complaint types at 15%. The service identified that process issues and third-party fault at 14% across all complaint causes.

This trend can partially be attributed to the increase in demand that service has experienced over the past few years combined with service delivery issues particularly in the Repairs and Maintenance service. We recognise the importance of responding to the trends within the data and actions are being undertaken to relive or mitigate these pressures and improve service delivery.

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