



Housing & Landlord Services
Quarterly complaints and service
improvement report

Quarter 3 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: [The Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Complaint Cases Received

Within Landlord Services, a total of 347 complaints were received. Breakdown by service area is shown in the table below.

Service	Complaint
Estates & Housing Management	75
Repairs & Maintenance	261
Private Housing and Accessible Homes	11
Housing Options	49
Business Development	3
Housing Delivery	12
Total	411

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.

Top 3 classifications for complaints

Out of the 347 complaints received within the Landlord service the following is the classification of those complaints:

1. Time waiting for works repair 85 (23%)
2. Other 37 (10 %)
3. Delivery or non-delivery of a service 31 (8%)

Responses in target

During Quarter 3 2024-25, 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	Quarter 3 2024-2025	Quarter 2 2024-2025	Quarter 1 2024-2025
Estates & Housing Management	92%	38%	37%
Repairs and Maintenance	48%	33%	53%
Housing Options	79%	55%	52%
Housing Delivery	92%	100%	100%
Private Housing and Accessible Homes	90%	44%	27%
Total for landlord service	77%		

The Housing Ombudsman requires all landlords to respond to housing complaints within 10 working days. Overall, the Landlord Service answered 59% of all Stage 1 complaints within 10 working days, this improvement is attributed to accurate reporting, improvements following training and increased oversight and monitoring of complaints.

Complaint resolution stages

92% of cases were resolved at Stage 1. 8% of complaints were resolved at Stage 2 and less than 1% progressed to Ombudsman stage.

Outcomes

The following break down for Stage 1 outcomes: 25% of complaints were not upheld, 31% were upheld 15% partly upheld.

Customer satisfaction

Transactional Satisfaction Survey

38 complainants went on to complete a satisfaction survey following their complaint. The overall satisfaction rating for complaint handling is 47 %.

Tenant Satisfaction Measure (perception survey)

During 2024-25, 168 residents (council tenants and leaseholders) responded to the annual resident satisfaction survey (TSM's). 23% of residents were satisfied with the how BCC (as a landlord) handled complaints. The sector benchmark is 34%.

It was noted from the TSM survey that 42% of respondents had made a complaint within the past 12 months.

Housing Ombudsman Determinations

During Quarter 3, Bristol City Council received 3 Housing Ombudsman determinations and 1 Local Government and Social Care Ombudsman determination. The Housing Ombudsman determined:

- 2 determinations of Service Failure within Tenancy and Estates
- 1 determination of Severe Maladministration within Repairs and Maintenance

A total of 12 orders were made by the Housing Ombudsman including a total of £1800.00 in compensation to be paid 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.

Housing Ombudsman Learning

Staff error regarding window cleaning within blocks meant we did not process a request for windows to be cleaned. We are reviewing the process to ensure that it works for staff and promoted the outcome of the review.

Poor record keeping was a recurring theme within the Repairs and Maintenance case, this a combination of poor IT and staff error. The service has requested adjustments to the new IT system that allow the outcomes of inspections to be recorded in an accessible manner.

Poor communication was another theme identified during the case review, and we will be seeking to strengthen our messaging for damp and mould to ensure that residents are able to access up-to-date information regarding damp and mould and the service.

Complaints Lessons learned

Below is a summary of the root cause analysis for all completed Stage 1 responses as identified by complaint handlers.

A root cause summary for the Repairs and Maintenance team:

Primary cause	Count
No Fault Identified	55
Third Party Fault	33
Work Volumes	32
Process Issues	27
Staff Error	16
Record Keeping	7
Staff Behaviour	5
IT Issues	1
Staff Absence	1
Grand Total	177

A root cause summary for the Tenancy and Estates team:

Primary cause	Count
No Fault Identified	49
Staff Error	5
Work Volumes	5
Process Issues	3
Third Party Fault	3
Staff Behaviour	2
IT Issues	2
Record Keeping	1
Staff Absence	1
Grand Total	71

This is a brief summary of the actions being undertaken; we have introduced monthly resident feedback reviews to analyse the root cause themes and identify appropriate actions to address these themes and improve service delivery.

Service Improvement Activity

Bristol City Council recognises the need to improve our approach to complaint handling and to establish a positive complaint handling culture where we learn from complaints. We have taken steps to address these themes and improve our compliance against the Complaint Handling Code, these include the following:

- Successful recruitment of dedicated resources to analyse complaints data, trends, and insights within complaints
- Improved processes for the Repairs and Maintenance complaints
- Introduction of complaint handling objectives for the Housing and Landlord services
- 62% of complaint handlers have completed complaint handling training, the remaining staff have been booked on for training in January and February.
- Revised complaint handling procedures
- Introduction of the Compensation Policy

Date: January 2025