

Cheltenham Borough Council

Cabinet Housing Committee – 19 February 2025

Q3 2024/25 Housing Complaints & Compliments

Report

Accountable member:

Cabinet Member for Housing & Customer Services, Flo Clucas

Accountable officer:

Caroline Walker, Director of Housing, Customer Services and Communities

Ward(s) affected:

n/a

Key Decision: No

Executive summary:

This report provides an overview of housing related complaints and compliments received during quarter three 2024/25.

In this quarter, 62 complaints were received and accepted at stage one of the housing complaints process. Of these, 59 have been responded to, with 51 complaints upheld, either in their entirety or in part, and 8 were not upheld.

7 cases were considered at stage two of the complaints process, with six being upheld either in their entirety or in part, and 1 was not upheld.

11 compensation payments, totalling £1,650 have been paid to customers. One compensation offer has not been accepted.

The three areas of greatest dissatisfaction are quality of work, poor communication, and service delays.

30 compliments have been received during the quarter, with the majority for Repairs (17), Benefits and Money and Advice service (4).

Complaints relating to disrepair remain low with two reported during this quarter

There has been a significant decrease in complaints relating to contractors, with 8 complaints of that nature recorded during this period, compared with 15 in quarter two and 12 in quarter one. This reflects the work of the planned maintenance managers in working with the contractors to proactively review the complaints and engage in conversation where quality of work concerns has been identified.

There were no complaints in this quarter that were specifically equality related.

Recommendations:

1. That the report and next steps are noted by Cabinet Housing Committee.
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Implications

1.1 Corporate Plan Priorities

This report contributes to the following Corporate Plan Priorities:

- Being a more modern, efficient and financially sustainable council

1.2 Performance management – monitoring and review

Committee will be kept informed quarterly regarding performance in housing complaints.

2 Background

2.1 Complaints data is collected monthly and reported quarterly and annually. This allows for monitoring of areas and levels of customer dissatisfaction as well as the identification of learning and service improvements.

This reporting allows for performance monitoring to ensure that we are compliant with the Housing Ombudsman Complaints Handling Code in respect of complaint management and response timescales.

3 Reasons for recommendations

3.1 To ensure that committee are kept informed of the volume of housing complaints and dissatisfaction, the service areas experiencing complaints, as well as the areas for learning and service development.#

4 Key risks

Failure to comply with the Housing Ombudsman Complaint Handling Code and the Council complaints policy and manage complaints appropriately may result in a maladministration decision from the Ombudsman, intervention and financial penalty.

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Appendices:

Appendix 1 - Q3 2024/25 Housing Complaints and Compliments report.