

Housing Complaints and Compliments Report

Cheltenham Borough Council and Cheltenham Borough Homes

Q4 January – March 2025/26

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In this period:

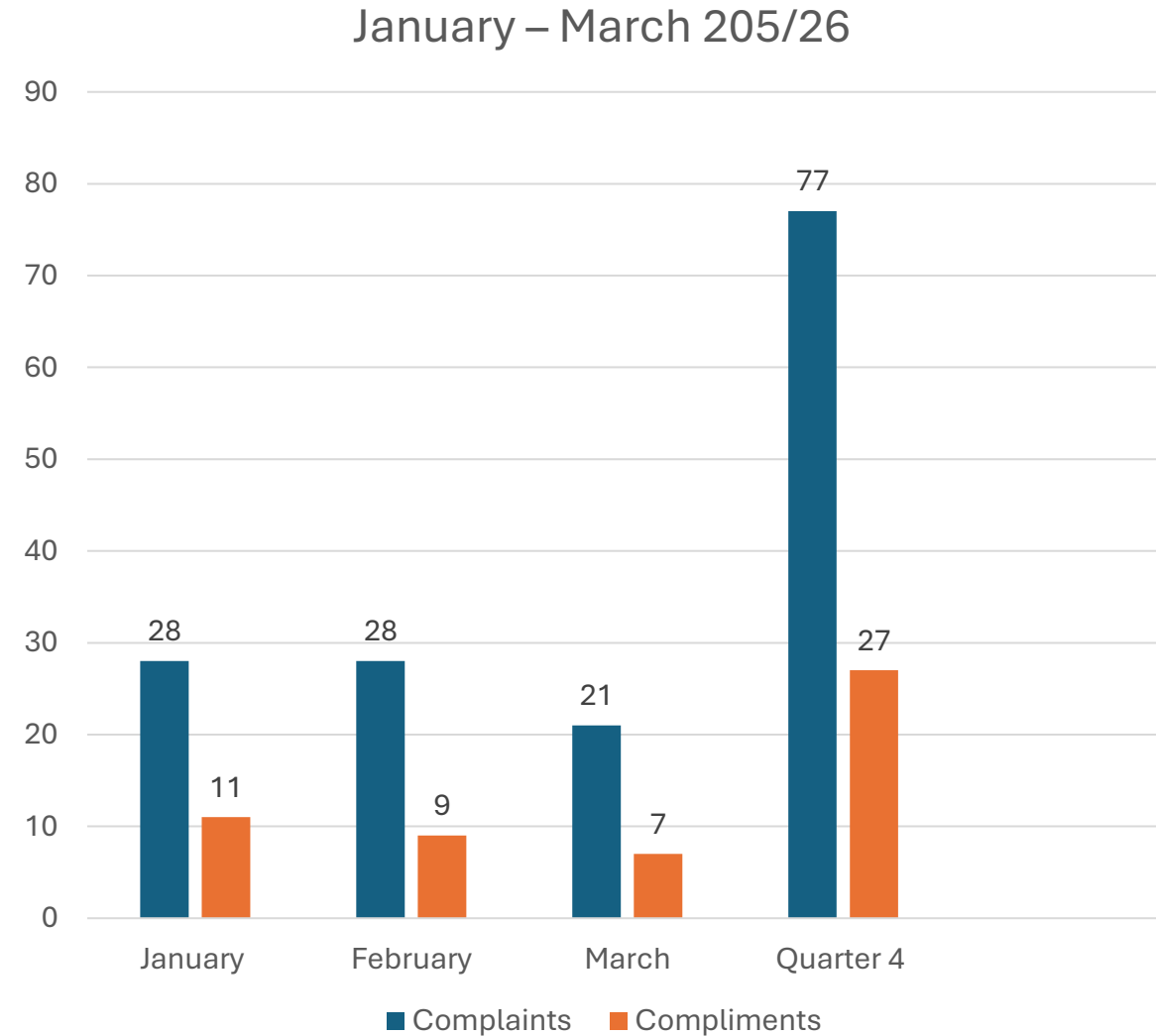
STAGE 1	Compliments	Complaints Opened	Complaints responded to
January	11	28 (2 Withdrawn)	28
February	9	28	24
March	7	21	23

STAGE 2	Complaints Opened	Complaints responded to
January	1	2
February	3	0
March	3	4

In Quarter 4 of 2025/26, a total of 77 complaints were opened at Stage 1, 75 stage 1 complaints and 6 stage 2 complaints were responded to. Overall complaint volumes have remained consistent throughout the year.

In the period, we have noticed an increase in complaints related to HJS services, specifically concerning the fobs and gates not working efficiently. We have also noticed a steady volume of complaints relating to works not being completed and visits where multiple visits have been needed.

We have also seen an increase in enquiries and dissatisfaction relating to wait times for works to outside buildings and garages.



Q4 OVERVIEW STAGE 1: January to March 2025/26

77 complaints were opened in Q4, January to March 2026 and 75 complaints were responded to, 50 out of the complaints responded to were within 10 working days (66.7%), and all of these were responded to within their target date. 0 Complaints were responded to for CBH.

25 out of 75 complaints (33.3 %) had agreed Stage 1 extensions and were responded to within timescales. Of the 75-response sent 68 were upheld in full or in part (90.7%)

UPHELD	PARTLY UPHELD	NOT UPHELD
57	11	7

The average number of days taken to investigate all closed complaints was 11.3 days. This has been the lowest number of days to respond of all the quarters.

25 complaints had formal extensions agreed with the complainant, in line with the Housing Ombudsman code. Some of these had extensions over an extended period of time due to a lack of resource in the building services team. The average time to respond to complaints without extensions was 8.2 days. The expected target as set by the Housing Ombudsman is 10 days.

Compensation:

Of the 75 complaints responded to during this period, 19 resulted in offers of ex gratia payments, representing 25.33% of all complaints handled.

CBC declined 1 complaints in Q4, this complaint was responded to initially via a phone call if possible and all by letter to advise why the complaint was not accepted in line with our complaints policy.

Q4 OVERVIEW STAGE 2: January to March 2025/26

During the reporting period, six complaints were escalated to Stage 2. Six complaints received a Stage 2 response, with 100% responded to within the agreed target timescales, including any formally agreed extensions. This demonstrates full compliance with response time requirements at this stage of the complaints process at both Stages 1 and 2. 66.7% of the responses were upheld. 0 complaints were responded to at Stage 2 for CBH.

RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN	UPHELD	PARTLY UPHELD	NOT UPHELD
6	Not Confirmed	4	0	2

Of the six complaints responded to during the period:

- Three were related to contractor issues
- Two were due to service delays
- One was attributed to poor communication

During the reporting period, a total of six complaints were responded to. Analysis of these cases shows that three complaints (50%) were related to contractor performance, two (33%) were due to service delays, and one (17%) was attributed to poor communication.

The contractor-related complaints were all associated with kitchen installations and were escalated to Stage 2, where they were upheld. This indicates a recurring issue within this specific area of service delivery and suggests the continued need for oversight of the contractor which is ongoing.

Complaints Compensation – Paid out Quarter 4

There were five Stage 2 compensation figures included in this quarter, which accounts for the slightly higher payments. It is also noted that many of the planned compensation payments relate to the kitchen installation programme. There are two disrepair complaints settled within the complaints process.

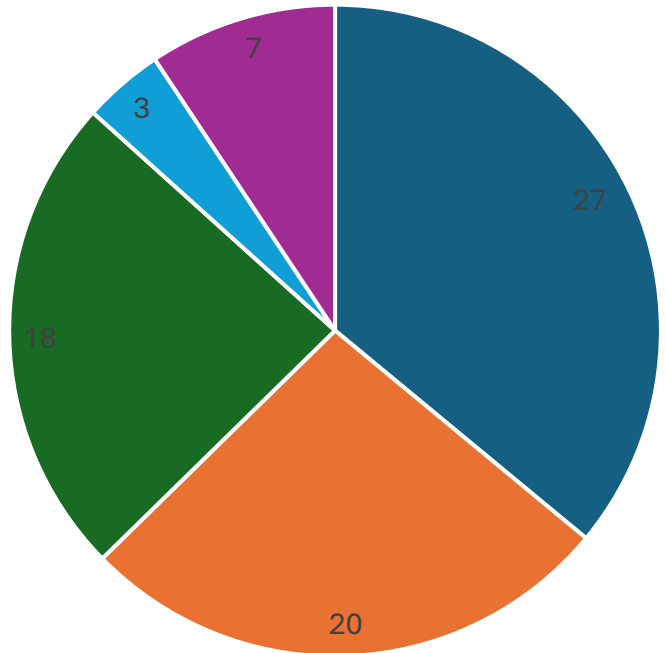
Of the 22 payments made in the period, 15 were for the planned maintenance team and 4 for the repairs department, 86.4% of compensation paid out was for building services. This quarter was the lowest amount of compensation paid out throughout the year.

Some of the lower payments are in relation to simple service failings and relate to missed planned payments or not responding to call-backs within the agreed time frame, sometimes on more than one occasion. These are complaints that can hopefully be eradicated with quality training among staff and by following the newly implemented customer charter.

Month	Amount	Department	Total
January	£250 £100 £100 £195 £100 £500 £70	Planned Repairs Planned Planned Planned Repairs Planned	£1,315.00
February	£400 £100 £50 £25 £70 £70 £100 £1425.69	Planned Planned Planned Repairs Planned Planned HOS Determination Planned	£2,240.69
March	£200 £118.92 £15 £90.20 £50 £175 £500	Development Repairs Tenancy Management Planned Planned Planned Planned	£1,149.12
Total			£4,704.81

Breakdown of Complaint Nature for complaints responded to

Nature of Complaint



- Service Delays
- Contractor
- Disrepair
- Poor Communication
- Quality

The nature of complaints received primarily relates to service delays (36%), contractor performance (24%), and poor communication (26.6%) within housing services. These issues highlight the need for improved coordination, clearer communication with tenants, and more effective oversight of contractor delivery to ensure services are completed efficiently and to a high standard.

Complaints relating to the quality of work are relatively low, which may indicate that, where works are completed, they are generally carried out to an acceptable standard and do not cause a level of dissatisfaction where a complaint is raised.

Service delays have consistently been a key contributing factor to complaints, and this trend remains unchanged. This quarter, we have seen an increase in disrepair complaints. This is a typical trend following the colder months and often peaks in January as expected.

Breakdown of Learning from Complaints responded to

The majority of complaints clearly point to challenges related to service delivery, contractor performance, and poor communication. This insight is relevant not only to CBC's internal operations but also to the work carried out by external contractors, emphasizing the importance of ongoing efforts to enhance consistency and accountability in everything we provide to our tenants.

During this quarter, the Planned Maintenance team are reviewing the contractors' Code of Conduct and KPIs to ensure that surveyors follow a consistent and standardized procedure.

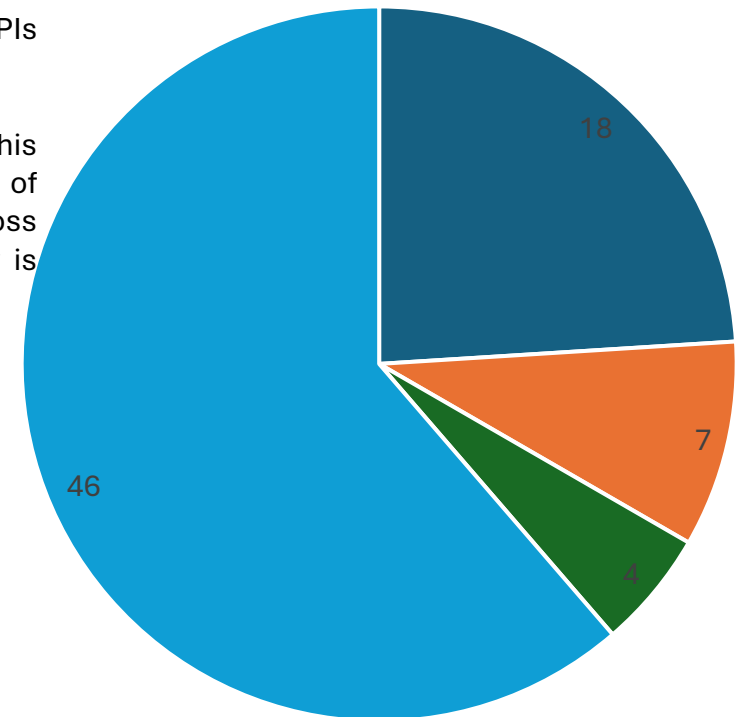
CBC have also recently launched a Customer Charter and Service Standards, available on our website. This will help improve communication between CBC and our tenants and is expected to lead to higher levels of satisfaction. The Complaints Officer will now share the findings of complaints for all service areas across Quarters 3 and 4. This will allow each service area to carry out their in-depth analysis. This review is completed every six months.

Issue: Callbacks in relation to planned works were not answered
What we did: An additional staff member was brought in to support the kitchen programme.

Issue: Delays and poor communication during kitchen installations
What we did: Meetings were held with contractors to address delays in kitchen and bathroom installations. Contractors are updating their information sheets to provide clearer guidance on timelines and potential delays.

Issue: Follow on works and update requests not completed
What we did: We have reviewed and restructured the Responsive Repairs Team, ensuring that each workstream has the capability and resources required to deliver the service effectively. We have also recruited supervisors who are customer-focused to strengthen service delivery

Learning



■ Contractor ■ Disrepair ■ Individual ■ Service

Compliments - Q4 January – March

Thanks so much for getting back to me and sorting my complaint so quickly. Thanks also for just being on it and making the process so easy!

Tenant called to pass on his many thanks to all involved yesterday with his tap issue. Not only was the CSO very helpful and efficient. The trade was brilliant when he attended.

Tenant wanted to call to say that the Trade who attended this morning is probably the best employee the Council has. He was very polite and courteous and went above and beyond what he had been asked to do by fixing another small problem she had..

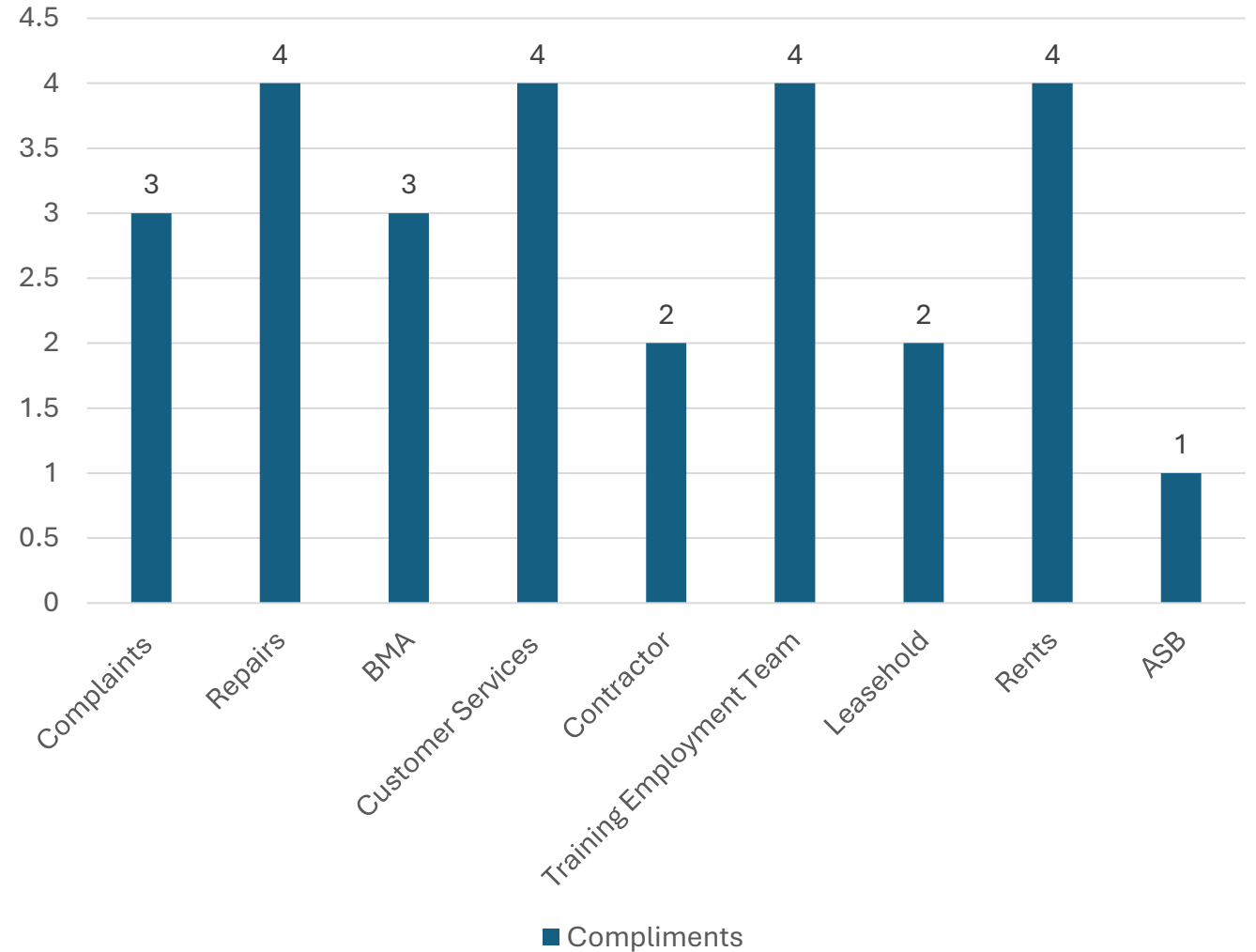
Ph Jones trade is one of the nicest people, I have met, he goes above and beyond and I think he is just brilliant.

Tenant would like pass on their thanks to the CSO who organised the works today. Very efficient and polite.

Just like to say thank you and the ASB team for the hard work that u have done to get this situation sorted

Appreciate all your support whilst I have been a tenant with CBH. Wish you all the best.

Compliments



Complainant Profile

Property Type (Stage 1 complaints responded to)

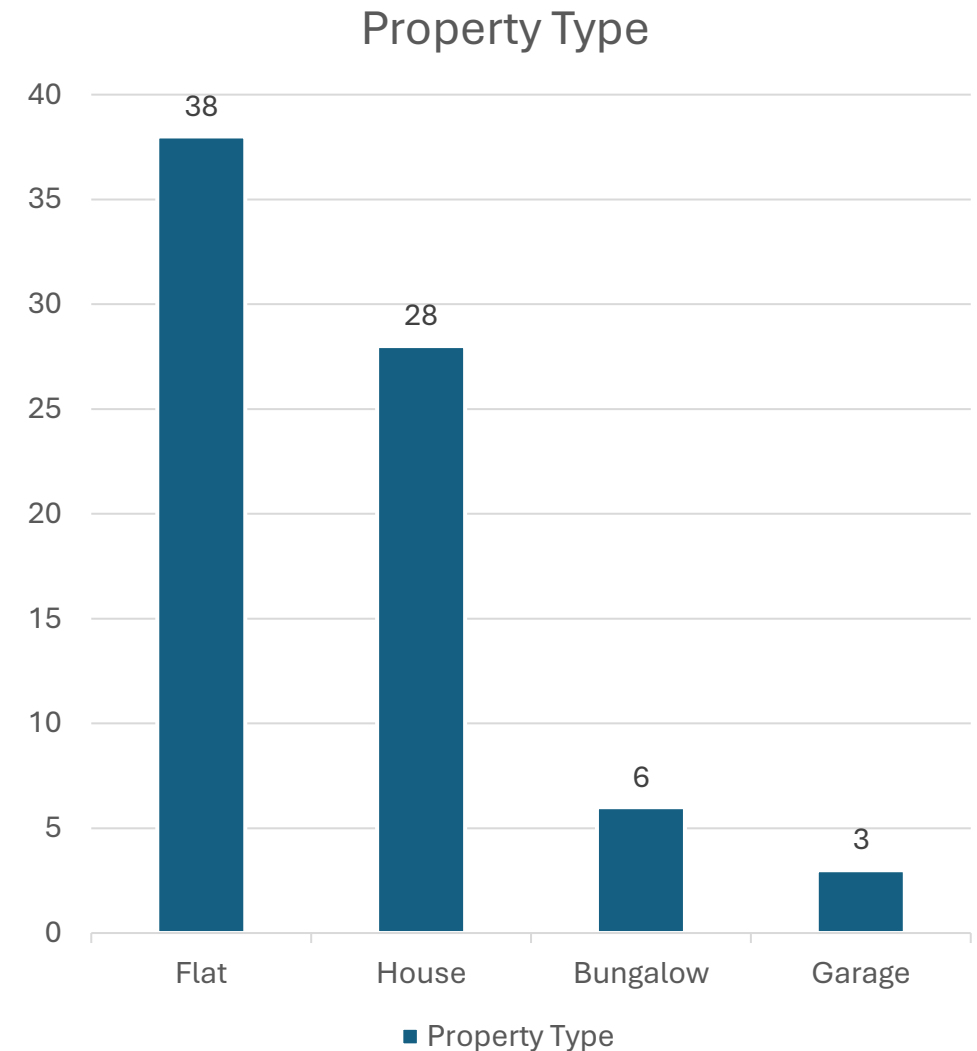
Age Category	Total
No Age Data	10.9%
16-24	0%
25-34	17.4%
35-44	30.4%
45-54	17.4%
55-64	19.6%
65-74	4.3%
Total	100.0%

Ethnic Origin	Total
White British	78.3%
No Data	13.0%
Other Ethnic Group	2.2%
White Other	2.2%
Black or Black British Caribbean	2.2%
Black or Black British African	2.2%
Total	100.0%

Disability Flag	Total
Disabled	21.7%
Not Disabled	67.4%
No Data	10.9%
Total	100.0%

Gender	Total
No Data	10.9%
Female	60.9%
Male	28.3%
Total	100.0%

Flats remain the property type where the most complaints are received. The only exception was in Quarter 3, when houses recorded more complaints than flats. In this quarter there was a significant increase in complaints from Bungalows, all of these complaints were for the repairs department.



IN THE LAST 3 MONTHS

- Received positive HQN mock inspection feedback for Consumer Standards and from CBC
- HOS information requested sent within requested times
- Completed Self-Assessment for HOS for CBH properties
- Complaints team received three compliments for their process
- Received one maladministration from the Housing Ombudsman in relation to a repairs complaint. The appropriate works and remedy have been completed.

NEXT STEPS

- Collaborate with relevant service areas to continue to improve complaint response times and ensure commitments are fulfilled, complaint promises.
- CBC are to be audited by the HOS in the coming Months in relation to our complaints process and policy
- Work with HR to streamline complaints in relation to staff conduct
- Review internal compensation policy in line with HOS newly shared guidelines
- Reviewing learning for Quarter 3 and 4 for Services Managers to share