

Response from the Governing Body to the Annual Housing Complaints Report 24/25

The Annual Housing Complaints Report for 24/25 was presented to:

1. Governance, Audit, Risk Management and Standards Committee on 22 July 2025
2. Residents Board on 24 July 2025
3. Cabinet on 16 September 2025

1. Governance, Audit, Risk Management and Standards (GARMS) Committee

The details of the meeting and item can be found [here](#).

GARMS resolved that:

- (1) the Annual Housing Complaints Report for 2024/25 be noted;
- (2) the report be referred to Cabinet in September for noting.

2. Residents Board

The Residents Board noted the contents of the report. The Residents Board will continue to monitor performance data on complaints and to work with the Housing Senior Management Team on service improvement.

3. Cabinet

The details of the meeting and item can be found [here](#).

Cabinet resolved that:

- (1) the content of the report be noted;
- (2) a response be provided as the Governing Body in relation to the Annual Housing Complaints Report 2024/2025 - Appendix 3 to the officer's report - and be published on the council's website as part of the statutory requirement and submitted to the Housing Ombudsman.

The Response:

The Housing Ombudsman requires social landlords to publish their annual Housing Complaints Report and a response to their report from their Governing Body.

The Housing Complaints report for 2024/2025 offers an overview of housing complaints, performance, Housing Ombudsman Service determinations and lessons learnt that have informed service improvement.

The Council's approach to managing housing complaints is in line with the statutory Housing Ombudsman Service Complaint Handling Code and focuses on accessibility, transparency, and fairness.

During 2024/2025, the Council saw a significant increase in housing complaints and a decrease in the timeliness of responses but an increase in tenant satisfaction with complaint handling.

This period coincided with the rollout of the new housing system, Civica Cx, in April 2024, which contributed to some initial disruption in case handling and response processes, and the mobilisation of a new repairs contractor, United Living, in July 2024.

A range of measures have been implemented to ensure the quality and timeliness of responses including weekly complaints meetings, fortnightly 'Stage 2 Response Panel' meetings, and monthly 'Learning From Complaints' meetings.

The Portfolio Holder for Housing, as the Member Responsible for Complaints under the Housing Ombudsman Service Complaint Handling Code, will continue to work closely with the Housing service to improve the handling of housing complaints.