

HOUSING COMPLAINTS REPORT

QUARTER
2

2024
2025

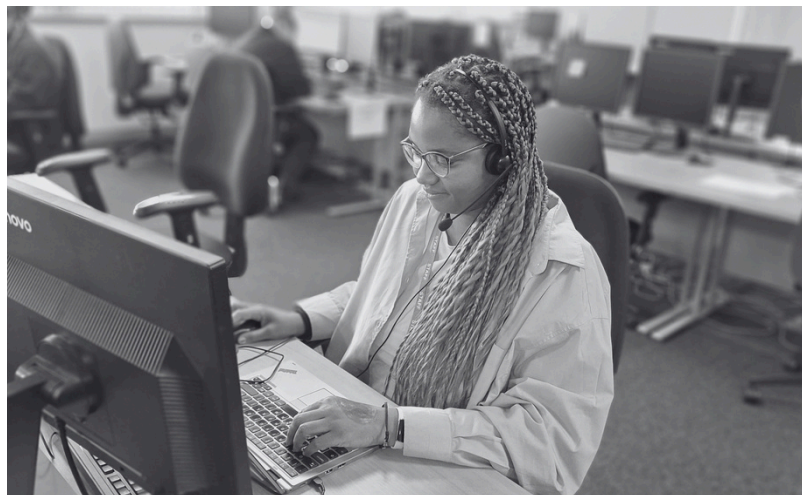
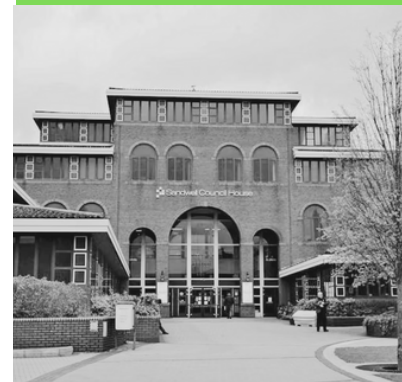
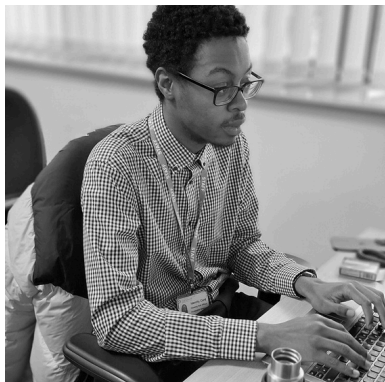


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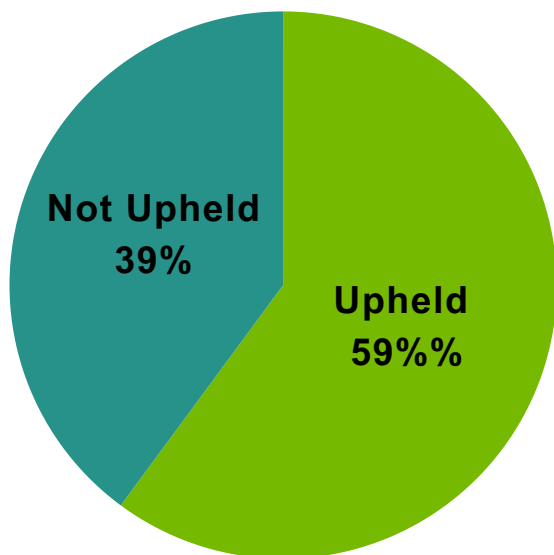
1. COMPLAINTS PERFORMANCE

Stage 1 Complaints

Stage 1 is the investigations stage - when we receive a complaint we try to resolve it straight away, in cases where we can't we will investigate your complaint.

187

Stage 1 Complaints were received



Closed within 10 working days:
96 (51%)



Average days to close:
12 working days



Top Reason for complaints:
Delay in Procedure
50 (27%)

4 (2%) complaints are still open

Complaint by Service Area

| Service Area | % |
|----------------------------------|-----------|
| Asset Management and Improvement | 143 (76%) |
| Tenancy and Estate Management | 35 (19%) |
| Community Safety | 7 (4%) |
| Other | 2 (1%) |

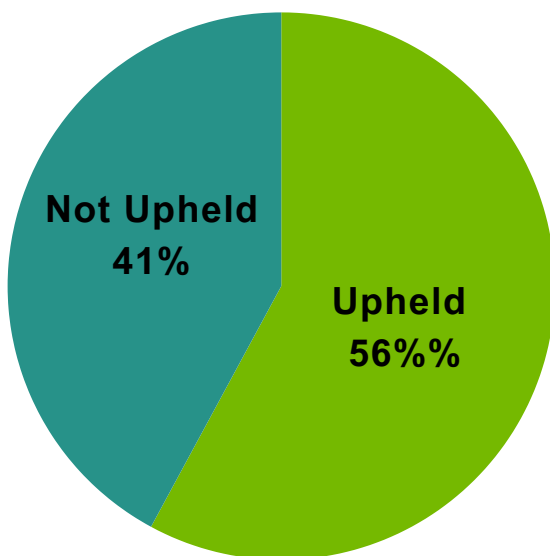
Stage 2 Complaints

Stage 2 is the review stage - if you are unhappy with the outcome of the stage 1 complaint, you can ask that the outcome be reviewed.

You will need to tell us why you were unhappy about the stage 1 outcome - a senior officer will review your stage 2.

59

Stage 2 Complaints were received



2 (3%) complaints are still open



Closed within 20 working days:
48 (81%)



Average days to close:
15 working days



Top Reason for complaints:
Disagree with Management Decision 29 (49%)

Complaint by Service Area

| Service Area | % |
|----------------------------------|-----------------|
| Asset Management and Improvement | 39 (66%) |
| Tenancy and Estate Management | 14 (24%) |
| Community Safety | 4 (7%) |
| Other | 2 (3%) |



2. OMBUDSMAN CASES

The Housing Ombudsman Service is an independent, impartial, and free service for social housing residents.

They make the final decision on disputes between residents and landlords that are registered members of its Scheme - including tenants and leaseholders of social landlords.

The Ombudsman can only consider a complaint for investigation where they are satisfied that the complaint issues have been raised and investigated by a landlord through its dedicated complaint procedure and provided a final response.

They will also consider a complaint where they are satisfied that the resident has raised the issues and there has been failure by the landlord in its complaint handling.

13 cases opened



5 cases closed



32 cases active



The length of time it takes the Ombudsman to investigate cases means they may not always be received and closed within the same reporting time.

Outcomes

The Ombudsman can issue determinations and / or orders following their investigations.

Determinations

Following investigations, the Ombudsman can find that there has been maladministration. This means the landlord has failed to do something, done something it shouldn't have or has delayed unreasonably.

1

No maladministration or fault found



1

Maladministration - Information provided on sound proofing



1

Maladministration - Handling of ASB



2

Service failures - Complaint handling



Orders

The Ombudsman can also issue orders that the landlord must complete to prevent similar future failings.

A total of 4 orders were given.

1



Apology

3



Awards of compensation

Total compensation paid

£2628

3. LESSONS LEARNT & IMPROVEMENTS

Sandwell sees complaints as an opportunity to learn lessons and drive continuous improvement. The Council will acknowledge faults when they occur and take responsibility for putting things right and avoiding a reoccurrence.

The below table shows some of the improvements that are being introduced as a result of the complaints and ombudsman case investigations.

| Improvement | Benefit |
|---|---|
| We will implement a Good Neighbour policy | Everyone has the right to enjoy their home. A Good Neighbour Agreement will set standards, clarifying acceptable behaviour and highlight the consequences of unacceptable behaviour. |
| We will undertake a self-assessment against the Ombudsman's 'Spotlight on Noise' Action Plan | This will ensure we are following the best practice guidance relating to noise nuisance. |
| We will agree a definition of 'Actionable Noise' | It is important we record risks and the actions we will be taking when dealing with ASB. A revised version of this document will make sure we capture all of the relevant information and make it easier for tenants to understand what is happening with their case. |
| We aim to provide digital receipts to residents following visits to specify agreed repair works | Providing you with a digital receipt of all repair works agreed will ensure that there is a clear understanding of what was agreed during a visit taking away the need for clarification later. |





4. GET INVOLVED

As a council tenant, or leaseholder, you have the right to be consulted on matters affecting your tenancy and the housing services you receive.

There are a number of methods available for you to have your say.



Volunteer as part of a regularly meeting group



Get involved with specific subjects and tasks for a short term



Attend work shops for group discussions



Complete surveys and feedback requests

If you would like to get involved would like more information on what is available, please call us on **0121 569 2537**.

You can also complete a short survey to express your interest.

<https://forms.office.com/e/8QL19ARBWy>

