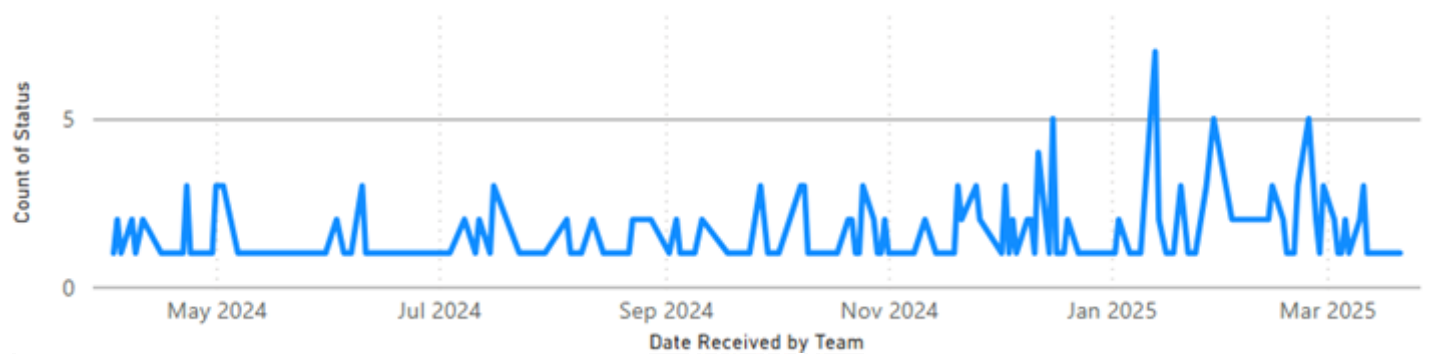


Housing Complaints Performance Statistics 2024/25

Housing Complaints	2024/25
Total Complaints Received	251
Complaints Acknowledged within timescales (5 working days)	91%
Source of Complaints	Tenants 73% Almshouses 1% Leaseholders 22% Other 4%
Compensation Paid Following Complaint Investigation	£6,684*

*figure at year end - this figure is subject to change depending on whether complainants choose to accept compensation offered.

Number of Complaints Received



Stage 1 Complaints	2024/25
Stage 1 Complaints Received	189
Source of Stage 1 Complaints	Tenants 141 Almshouses 2 Leaseholders 39 Other 7
Stage 1 Complaints responded to within 10 working days or within the extended deadline (10 working days)	100% 78% in 10 working days 22% in extended timescale
Stage 1 Complaints Upheld	75%
Stage 1 Complaints Partially Upheld	19%
Stage 1 Complaints Not Upheld	6%
Stage 1 Compensation Paid	£2,345

Stage 2 Complaints	2024/25
Stage 2 Complaints Received	62
Source of Stage 2 Complaints	Tenants 43 Leaseholders 17 Other 2
Stage 2 Complaints responded to within 20 working days or within the extended deadline (20 working days)	98% 91% in 20 working days 7% in extended timescale 2% outside of extended timescale
Stage 2 Complaints Upheld	73%
Stage 2 Complaints Partially Upheld	14%
Stage 2 Complaints Not Upheld	13%
Stage 2 Compensation Paid	£4,339

Top 10 Reasons for Complaints:

1. Repairs & Maintenance (51)
2. Leaks & Water Ingress (31)
3. Lift Outages (29)
4. Communications & Customer Service (20)
5. Heating & Hot Water (19)
6. Damp & Mould (17)
7. Staff Conduct (17)
8. Contractor Conduct (15)
9. Windows Project (9)
10. ASB Procedure (4)

In 2024/25, 5848 repair jobs were raised by the Property Services Team.

186 of the complaints received were allocated to the Property Services Team to investigate.

Complaints about Repairs: 182

Complaints about Housing Management: 42

Housing Ombudsman Performance Statistics:

Ombudsman	2024/25
Cases referred to Housing Ombudsman in 2024/25	11
Findings Received in 2024/25	
Maladministration	3
No Maladministration	1
Outside of Housing Ombudsman Jurisdiction	3
Compensation Paid Following Housing Ombudsman Finding	£3,075

The findings received in 2024/25 do not necessarily relate to cases that were referred to the Ombudsman in 2024/25. This is due to the complexity and length of time taken to investigate some cases.

The Housing Ombudsman's average timescale for investigating a complaint is approximately 6 months. Some more complex cases take longer to investigate. More information on the Housing Ombudsman's investigation process is available via the following link: [Investigation process explained | Fact sheet | Housing Ombudsman](#)

Summary of HOS Findings:

Complaint 1:

- Maladministration was found in the Landlord's handling of a leak.
- There were failures in complaint handling, but the landlord offered redress for these failures (HOS found redress to be satisfactory)

Complaint 2:

- Maladministration found in the Landlord's repairs to heating system & ventilation unit
- Maladministration found in complaint handling. Whilst the complaint was acknowledged within the timescales, it was not formally escalated as a complaint in time.

Complaint 3:

- Maladministration found in the Landlord's handling of damp & mould and wet room adaptation.
- Maladministration found in relation to the Landlord's handling of the wet room installation.
- Service failure found in relation to the Landlord's complaint handling.

Alongside case-specific findings and orders, the landlord also issued the following recommendations to the Landlord:

- Review its staff training in relation to the Spotlight report on damp and mould so that staff do not automatically apportion blame or using language that leaves residents feeling blamed.
- Review its adaptations policy to include timeframes in which residents can expect adaptations to be approved and completed.

Compliments:

Compliments from Q1 were contained in the previous report to Housing Management & Almshouses Sub Committee. Below are the compliments received from Q2 - Q4.

Staff Name	Compliments
Allison Panks	<ul style="list-style-type: none">• “Allison, many many thanks for seeing us at home and being so kind and supportive.”
Golden Lane Estate Office	<ul style="list-style-type: none">• “you have a really lovely Estate Office and staff.”
Allocations Team	<ul style="list-style-type: none">• “you are all very helpful and supportive.”
Celisa Gomes	<ul style="list-style-type: none">• “Celisa raised a concern about an elderly resident... I wanted to pass on thanks to Celisa for caring.”
Christine Vanhorn-Payne	<ul style="list-style-type: none">• “I have had many encounters with Christine from the rents team over the years since being a city resident and honestly she has always been so kind and helpful. She has always gone above and beyond to help in anyway she can and make me, personally feel so comfortable when speaking to her. She has such a lovely energy about her and it shines through.”
Chris Morris	<ul style="list-style-type: none">• “Residents appreciated Chris’ hard work and positive attitude when working at Cuthbert Harrowing House.”
George Briley & Lawrence Umoru	<ul style="list-style-type: none">• “A resident wanted George and Lawrence’s manager to know that she thought they are both very helpful around the estate. She stated that George has a kind heart and does a great job with the grounds.”
Lesley Webster	<ul style="list-style-type: none">• “A resident conveyed enormous gratitude for the work Lesley does, and expressed amazement at how she keeps a smile on her face. She wanted Lesley to know that everything does for the residents doesn’t go unnoticed.”
Liam Gillespie	<ul style="list-style-type: none">• “Thank you once again (Liam) for your kind support during what was a particularly distressing time. Your assistance has made a meaningful difference.”• “I want to sincerely thank you for arranging BSL interpreters for me at Wednesday evening’s meetings. It truly meant a lot to feel fully included and informed in the discussions. Your efforts to support accessibility are deeply appreciated, and they make a real difference.”
Wendy Giaccaglia	<ul style="list-style-type: none">• “I wanted to share a quick update and express my gratitude. I’m very pleased with Wendy’s referral... The experience has been incredibly positive—I feel heard, valued, and safe throughout the process”• “Good to know you are still working for the City of London Corporation. In my eyes, they are lucky to have you.”• “You are so efficient and helpful.”

Matthew Bowler	<ul style="list-style-type: none"> • “Matthew went above and beyond to help with a service user moving over to Middlesex Street... I would not have been able to do it without him.”
Noreen Helsop	<ul style="list-style-type: none"> • “Noreen helped to organise last minute car park access and ensured another staff member was able to use a fob to cover weekend events which was very helpful.” • “You are making a big difference in supporting me with meter readings. Without your support, I don’t know what I’d have done!”
Rafal Sikorski and Chris Morris	<ul style="list-style-type: none"> • “I would like to thank Rafal and Chris for getting the GLERA filing cabinet and cupboard moved on Friday. Working in the dark with the bulky items was not easy and it is clear that they have had manual handling training to deal with the bulky and heavy items so professionally. Both were extremely helpful and polite.”
Rebecca Southin	<ul style="list-style-type: none"> • “A resident was singing Rebecca’s praises. He said she was wonderful.” • “I am impressed by Rebecca’s kindness and friendliness. She is indeed an asset to the management. I wish Rebecca all the best in her career and hope she deserves a higher position if available.”
Ruben Mendes	<ul style="list-style-type: none"> • “I wanted to provide some feedback about the positive outcomes and the strong working relationship with Ruben. City Advice has established a positive external working relationship, and it is wonderful to see all parties making a difference in clients’ lives.” • “Ruben is a very good kind man, and he has been very kind and helpful.”
Susanne Bertrand	<ul style="list-style-type: none"> • “A big thank you to Susanne who took responsibility and was proactive. So, so grateful to her.”
Tanya Gordon	<ul style="list-style-type: none"> • “Tanya is really lovely, friendly and great with residents.”
Tracy Taylor	<ul style="list-style-type: none"> • “The applicant said when he spoke with her on the phone she was kind, listened to him fully and extremely helpful. He wanted me to pass on how grateful he was for her assistance and empathy.” • “A resident told me that Tracy is always kind to him and supportive.”
Anna Donoghue	<ul style="list-style-type: none"> • “In times of distress, it is reassuring to know that there are people like you who genuinely care and take immediate steps to resolve urgent concerns. Your professionalism and kindness have not gone unnoticed, and I am deeply thankful for your support.” • “You have been extremely helpful and attentive to my concerns. I am really grateful for you going above and beyond to support me.”
Charlotte Gliniecki	<ul style="list-style-type: none"> • “The best response I have had to my enquiries. Thank you for taking an interest to my enquiry this week. Really appreciated.”