

Housing Complaints Data (Q1 – Q2 2025/26)

Summary:

Total Acknowledged in Q1 – Q2: 172

Tenants: 130

Leaseholders: 33

Other: 9 (this can include things like shed tenants, community centre users etc.)

Stage 1 Acknowledged: 124

Tenants: 93

Leaseholders: 24

Other: 7

Stage 2 Acknowledged: 48

Tenants: 37

Leaseholders: 9

Other: 2

Acknowledgement Within HOS Timescale: 99.44%

(One Stage 1 Complaint in Quarter 1 was acknowledged outside of timescale)

Complaints Received:
HRA (Stage 1, Tenant)

Estate

All

Source

Tenant

Date of Complaint

28/03/202528/10/2025

Date of Acknowledgment

01/04/202530/09/2025

Team Responsible

All

Category

All

Quarter

All

Stage

1

Investigating Offi...

All

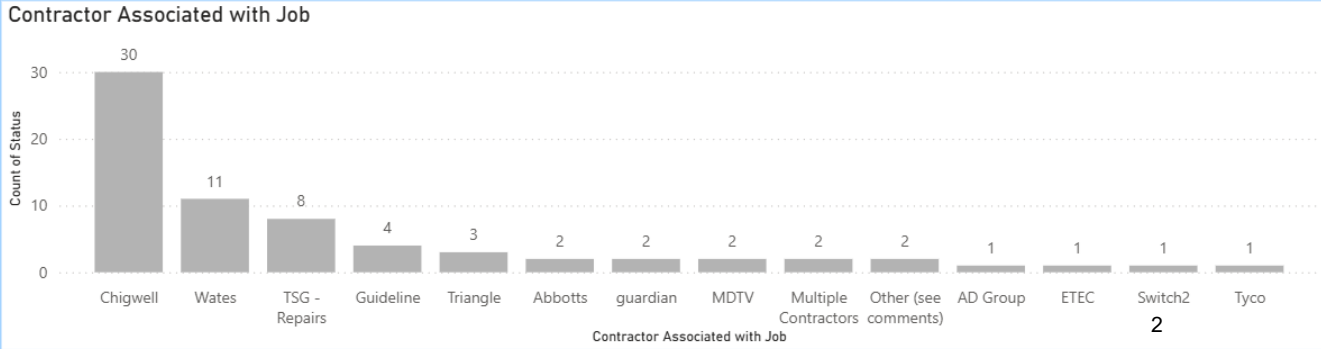
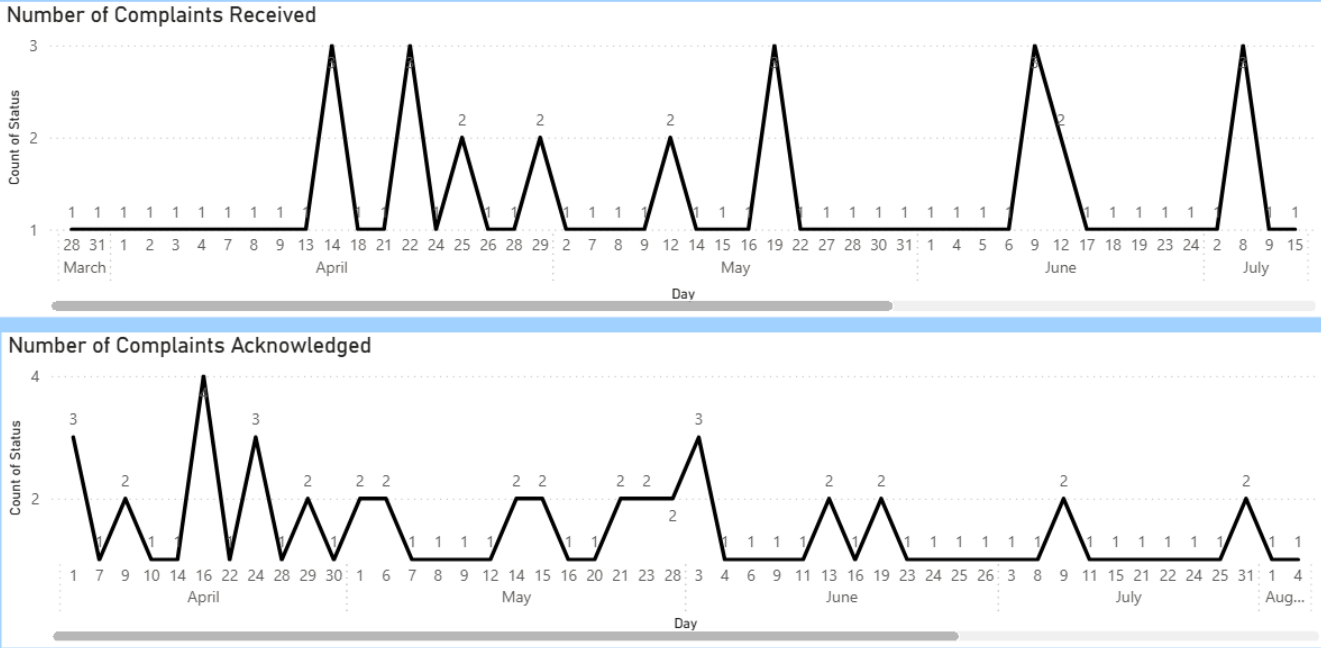
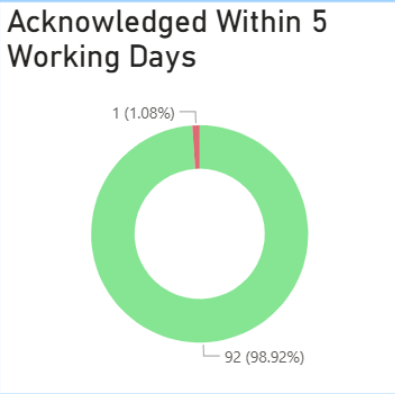
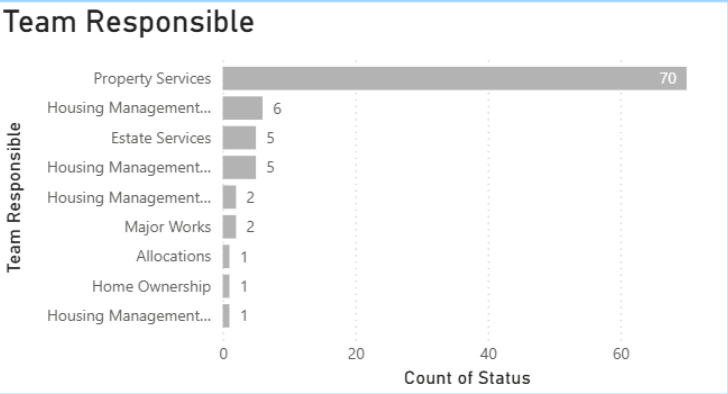
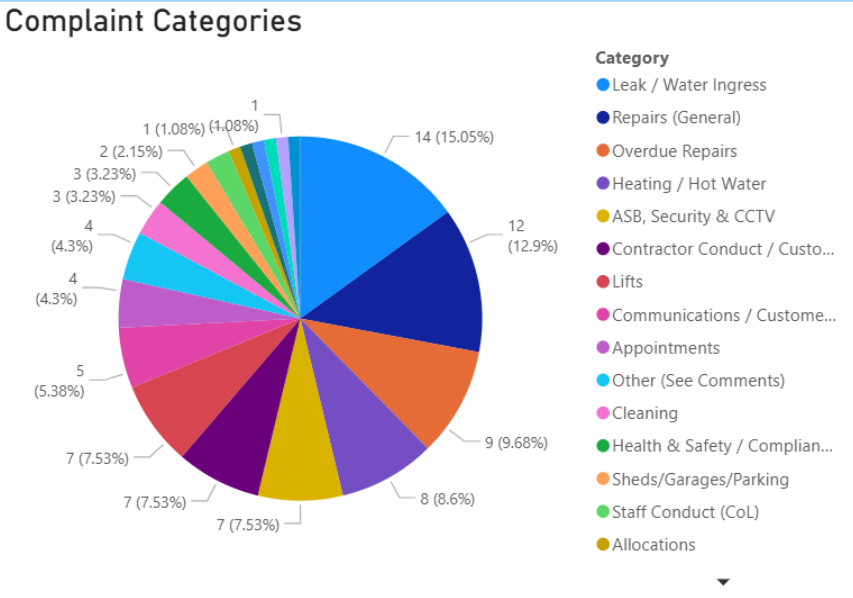
Status

All

93
Complaints Received

(Blank)
Complaints Withdrawn

(Blank)
Complaints In Progress



Complaint Responses:
HRA (Stage 1, Tenant)

Estate

All

Source

Tenant

Response Date

01/04/202530/09/2025

Team Responsible

All

Category

All

Quarter

All

Stage

1

Investigating Officer

All

Status

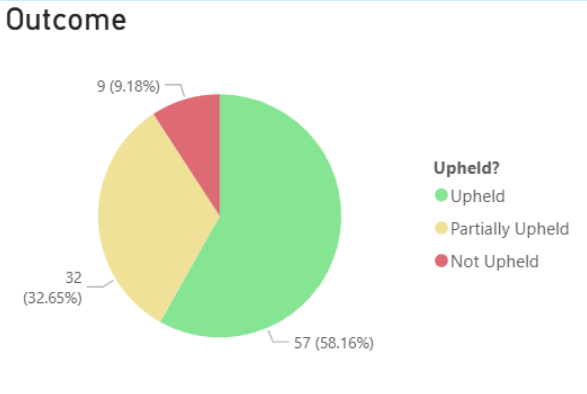
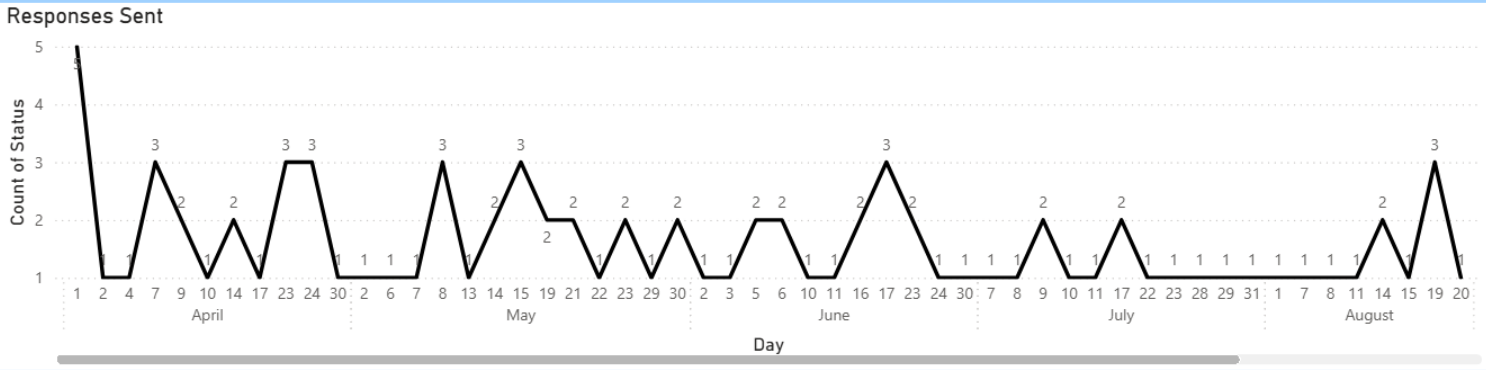
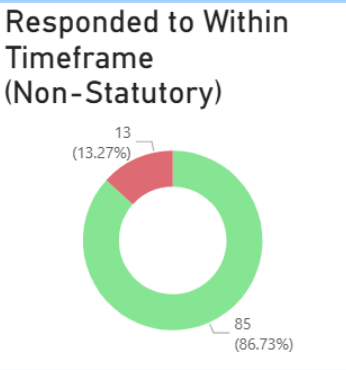
All

98

Responses Sent

£2,199

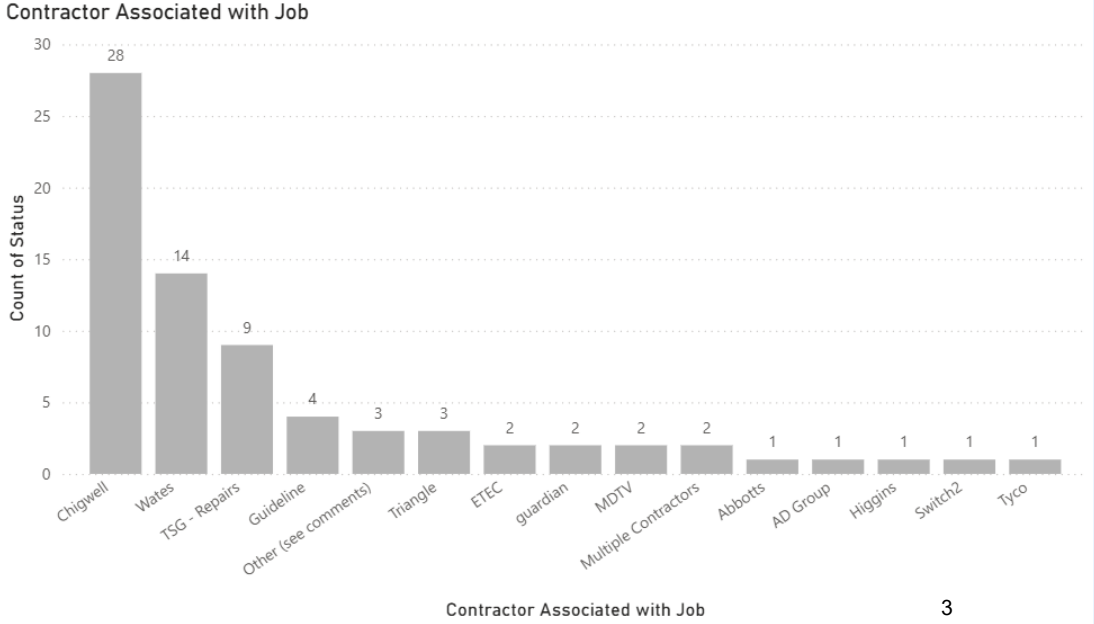
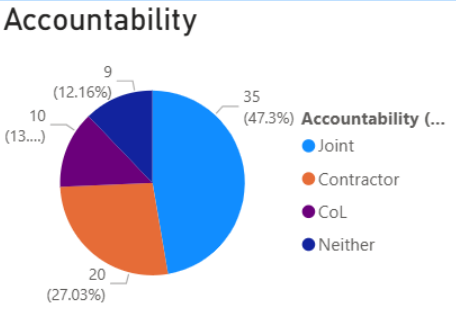
Compensation Paid



Please note, 100% of complaints are responded to in statutory timescale - the above reflects those responded to within the initial agreed period (without extension)

34.91

Average Working Days from Complaint to Case Closed (R&M)



Complaints Received:
HRA (Stage 2, Tenant)

Estate

All

Source

Tenant

Date of Complaint

28/03/202528/10/2025

Date of Acknowledgment

01/04/202530/09/2025

Team Responsible

All

Investigating Officer

All

Category

All

Quarter

All

Stage

2

Status

All

39

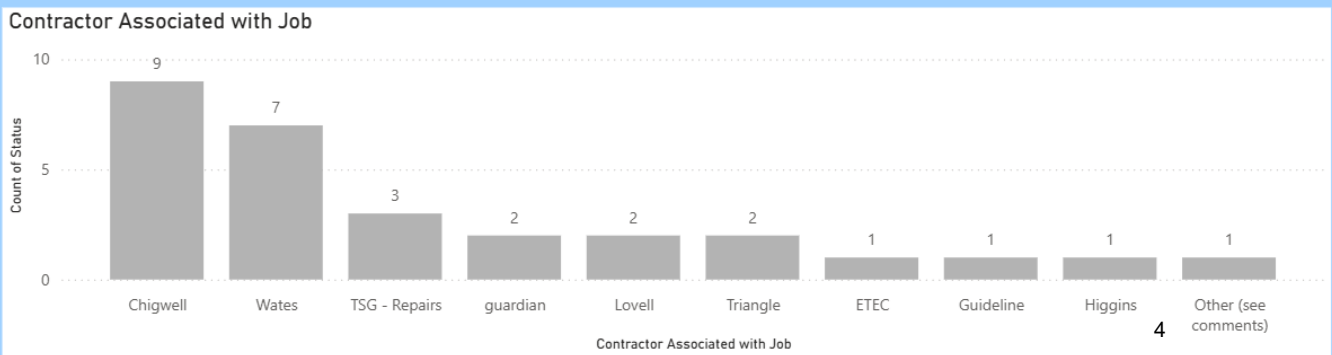
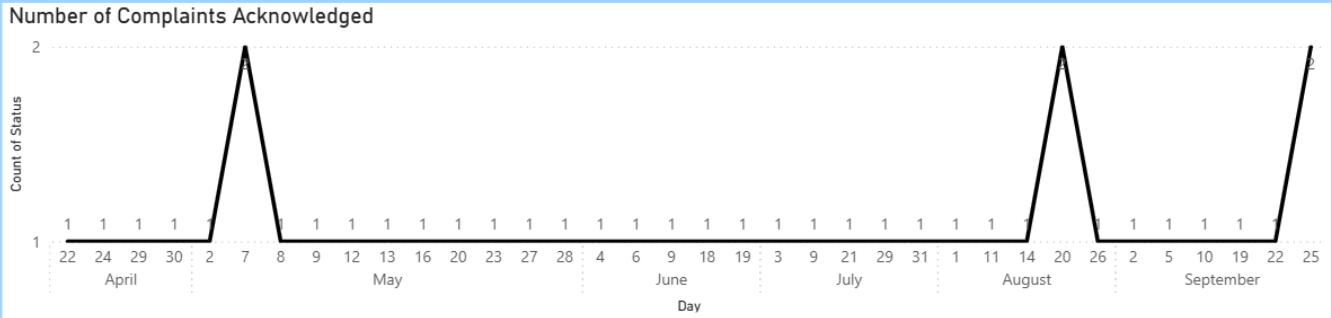
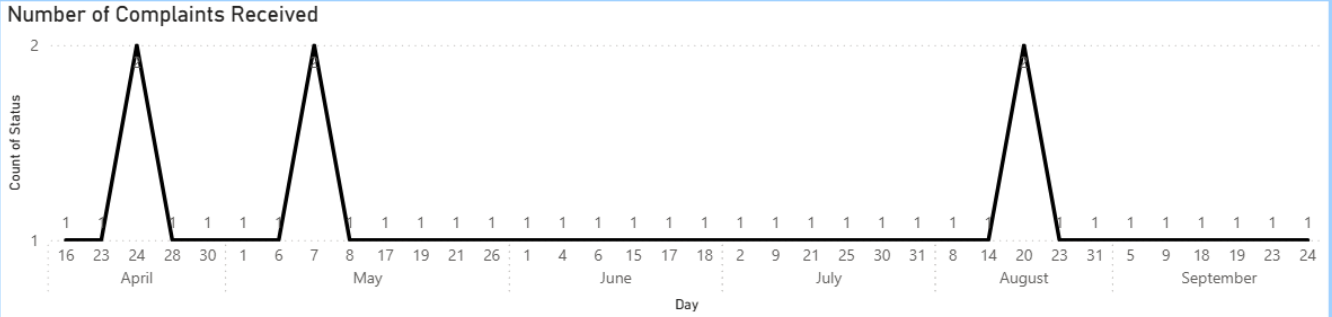
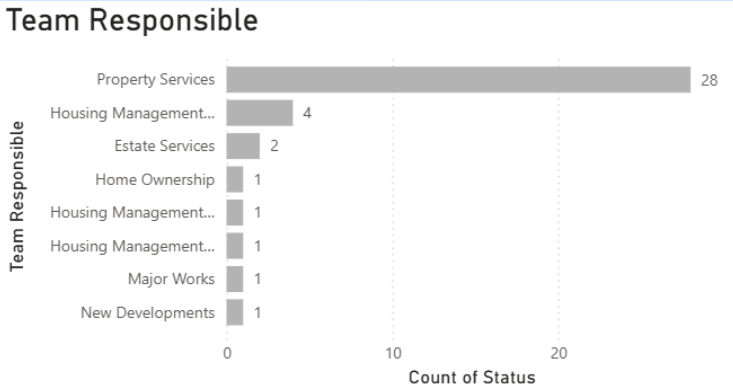
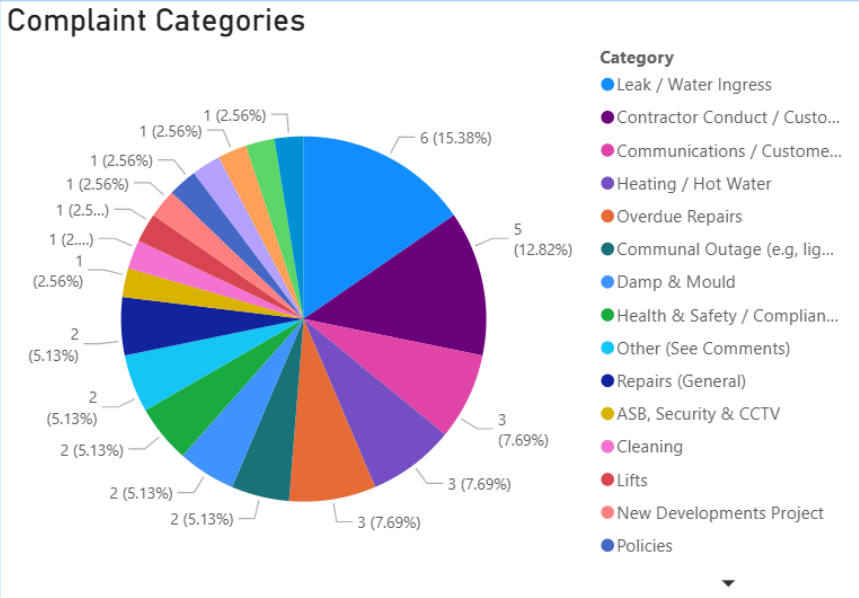
Complaints Received

2

Complaints Withdrawn

1

Complaints In Progress



Complaint Responses: HRA (Stage 2, Tenant)

Estate
All

Source
Tenant

Response Date
01/04/2025 30/09/2025

Team Responsible
All

Category
All

Quarter
All

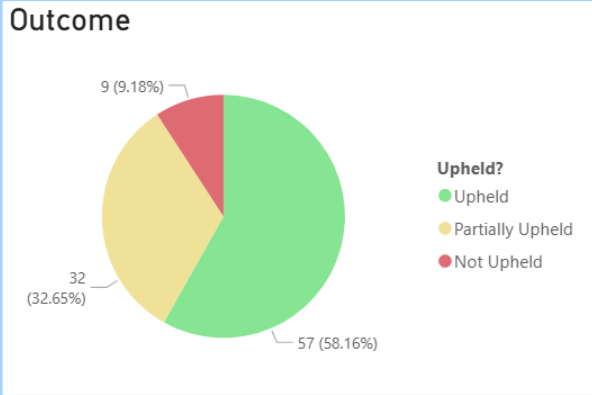
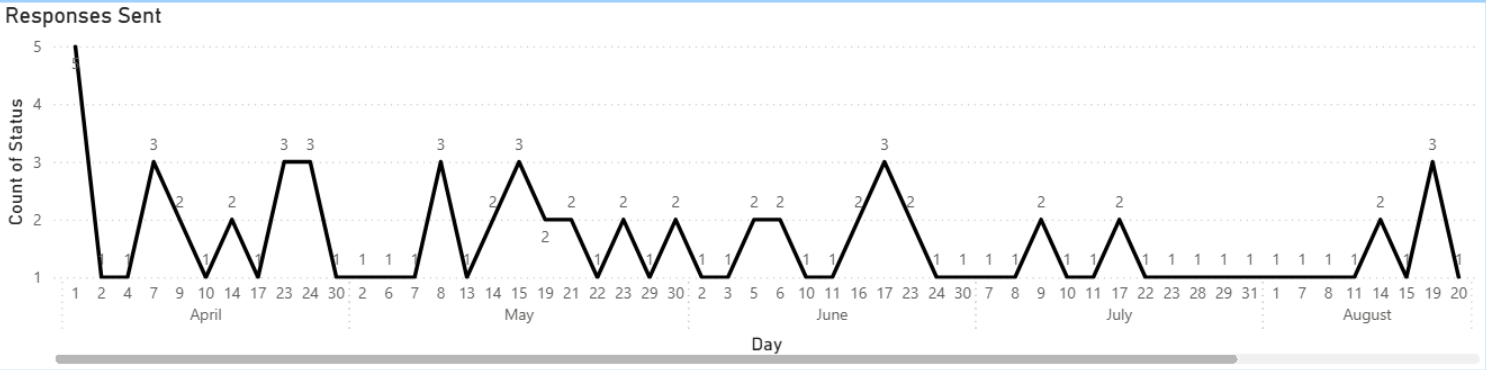
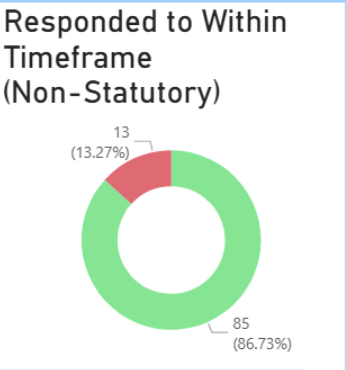
Stage
1

Investigating Offi...
All

Status
All

98
Responses Sent

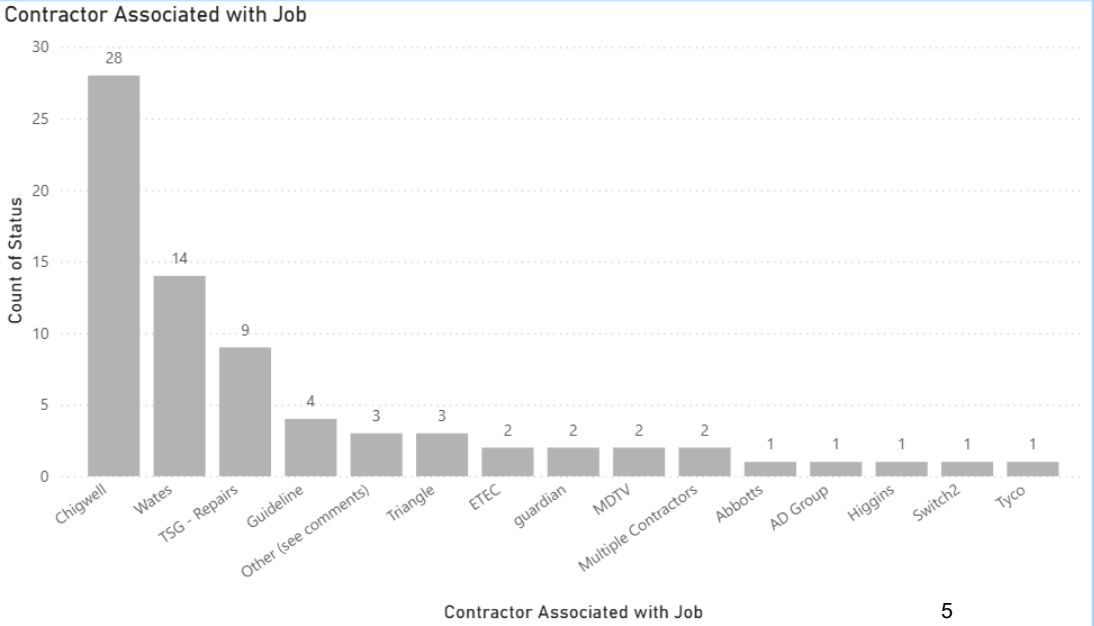
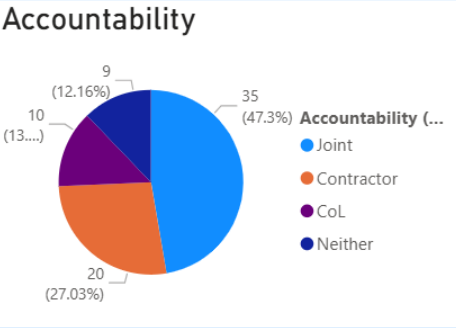
£2,199
Compensation Paid



Please note, 100% of complaints are responded to in statutory timescale - the above reflects those responded to within the initial agreed period (without extension)

34.91

Average Working Days from Complaint to Case Closed (R&M)



Complaints Received:
HRA (Stage 1,
Leaseholder)

Estate

All

Source

Leaseholder

Date of Complaint

28/03/202528/10/2025

Date of Acknowledgment

01/04/202530/09/2025

Team Responsible

All

Investigating Officer

All

Category

All

Status

All

Quarter

All

Stage

1

25

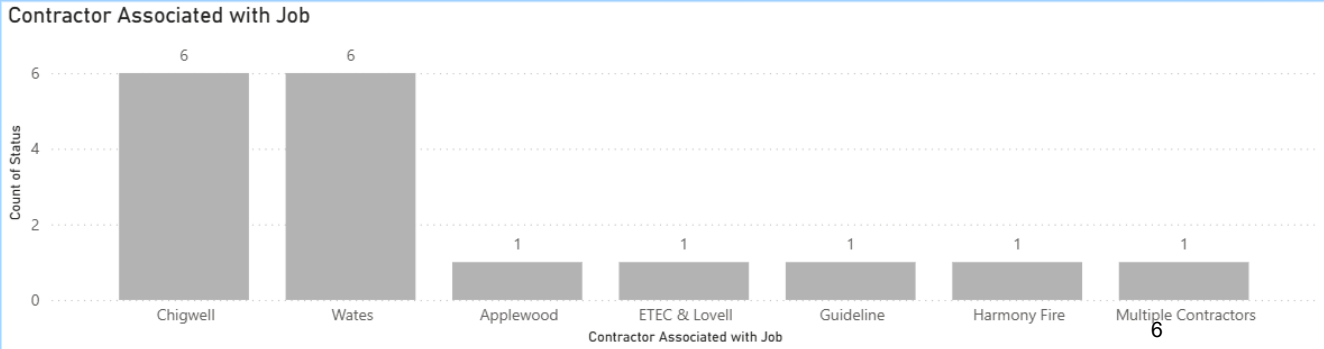
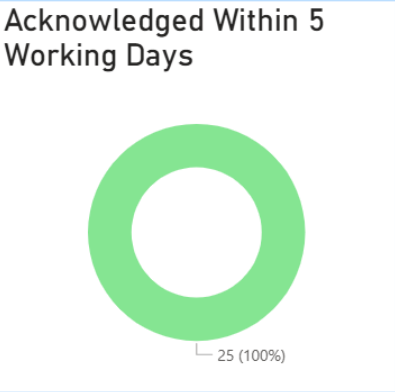
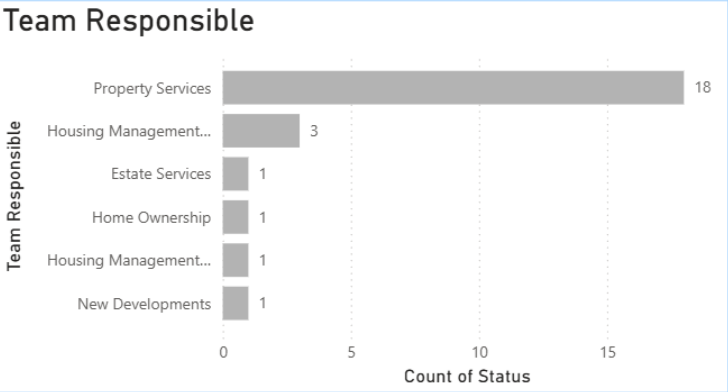
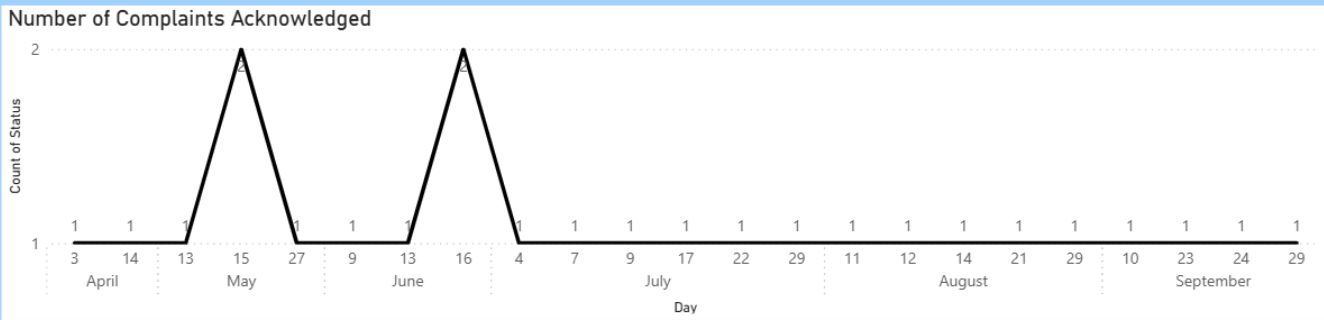
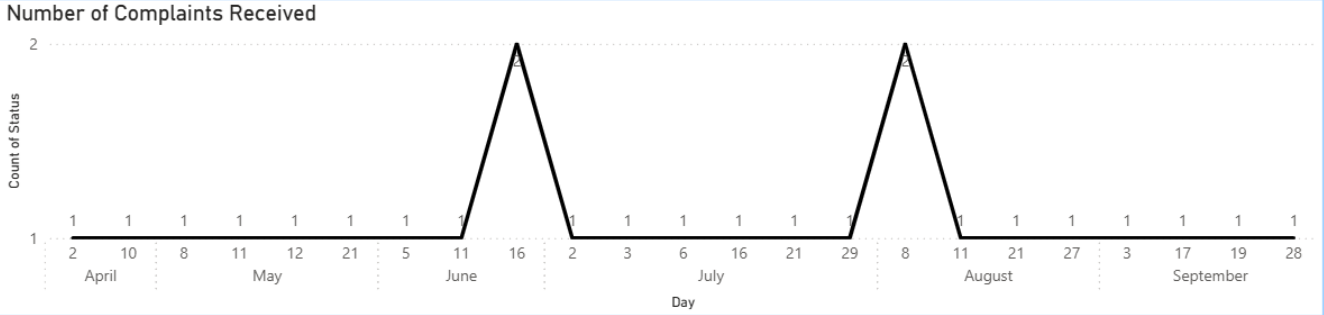
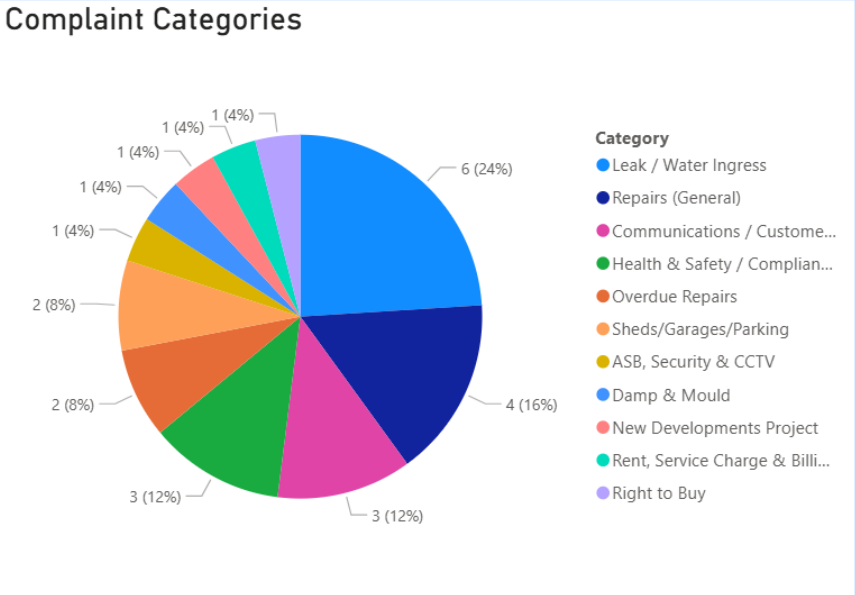
Complaints Received

1

Complaints Withdrawn

(Blank)

Complaints In Progress



Complaint Responses:
HRA (Stage 1,
Leaseholder)

Estate
All

Source
Leaseholder

Response Date
01/04/2025 30/09/2025

Team Responsible
All

Category
All

Quarter
All

Stage
1

Investigating Officer
All

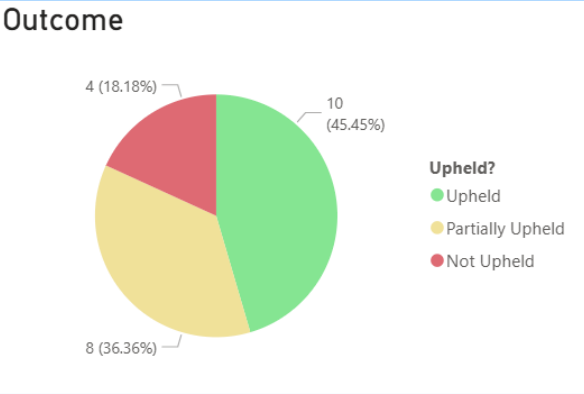
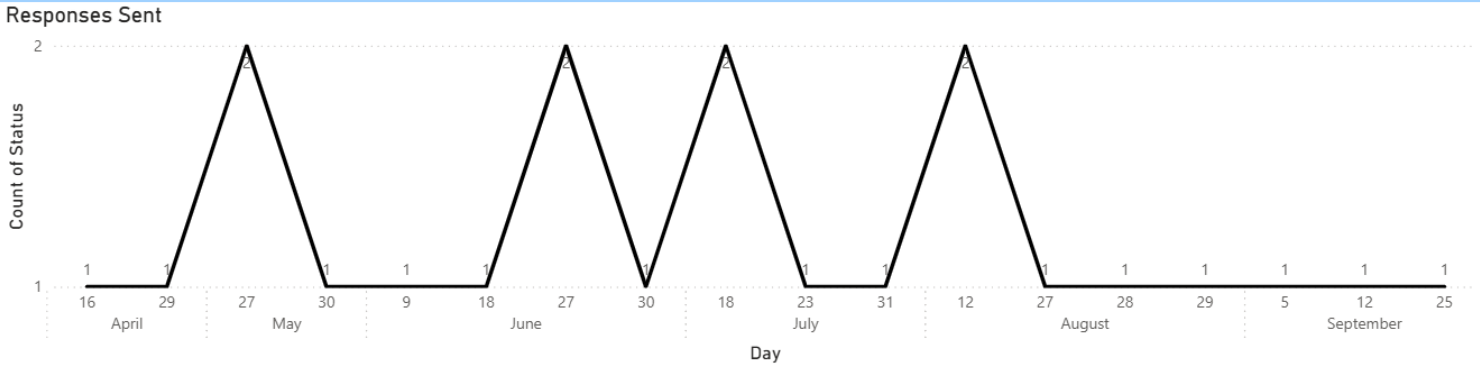
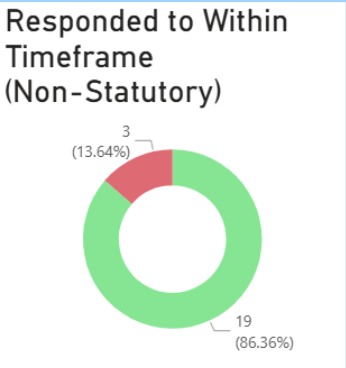
Status
All

22

Responses Sent

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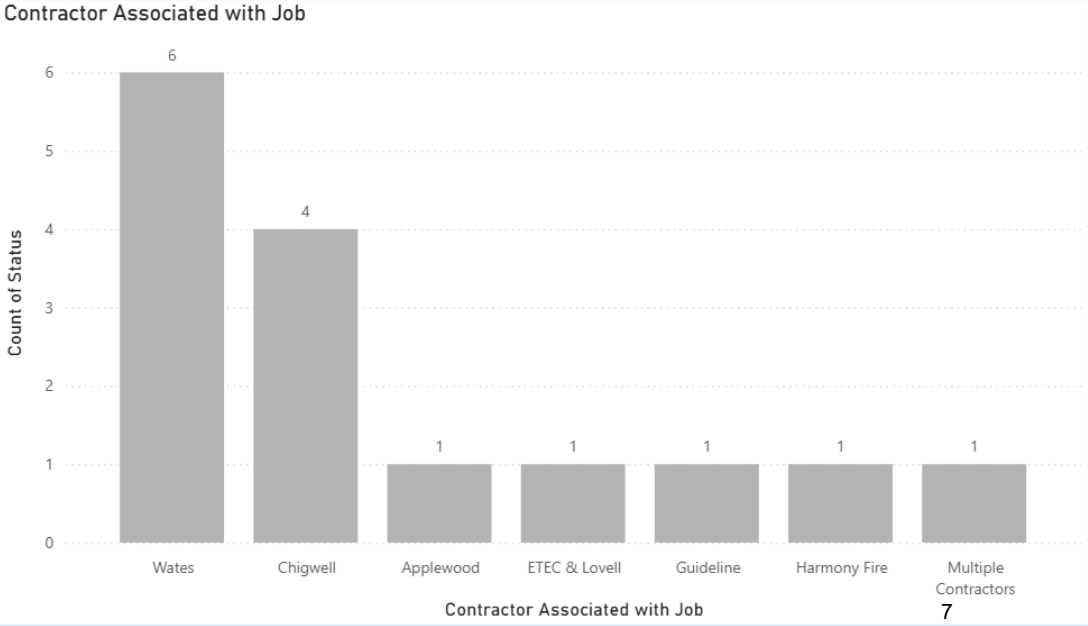
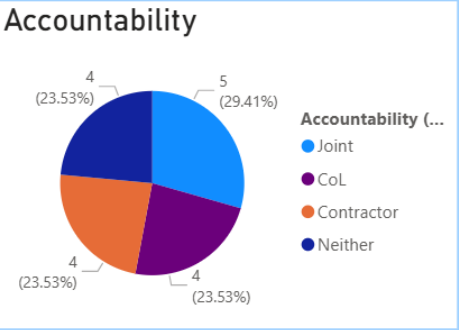
Compensation Paid



Please note, 100% of complaints are responded to in statutory timescale - the above reflects those responded to within the initial agreed period (without extension)

26.17

Average Working Days from Complaint to Case Closed (R&M)



Complaints Received:
HRA (Stage 2,
Leaseholder)

Estate

All

Source

Leaseholder

Date of Complaint

28/03/202528/10/2025

Date of Acknowledgment

01/04/202530/09/2025

Team Responsible

All

Category

All

Quarter

All

Stage

2

Investigating Offi...

All

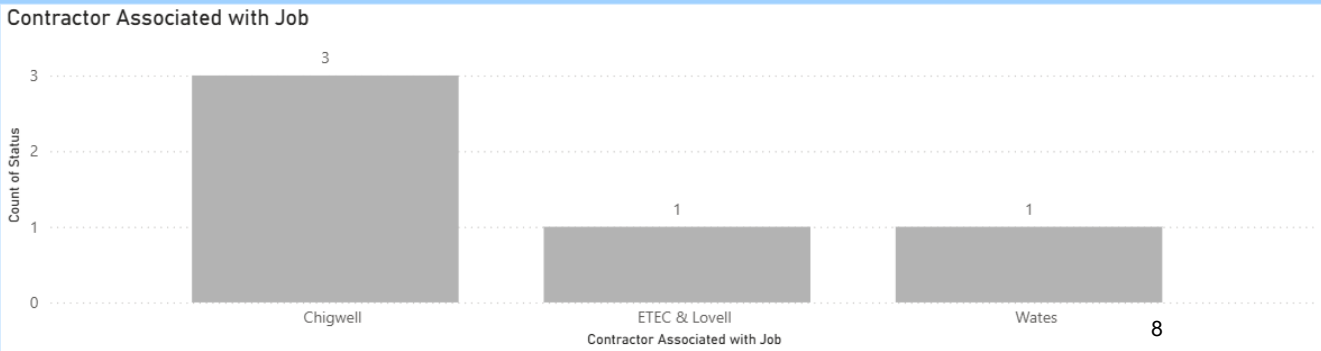
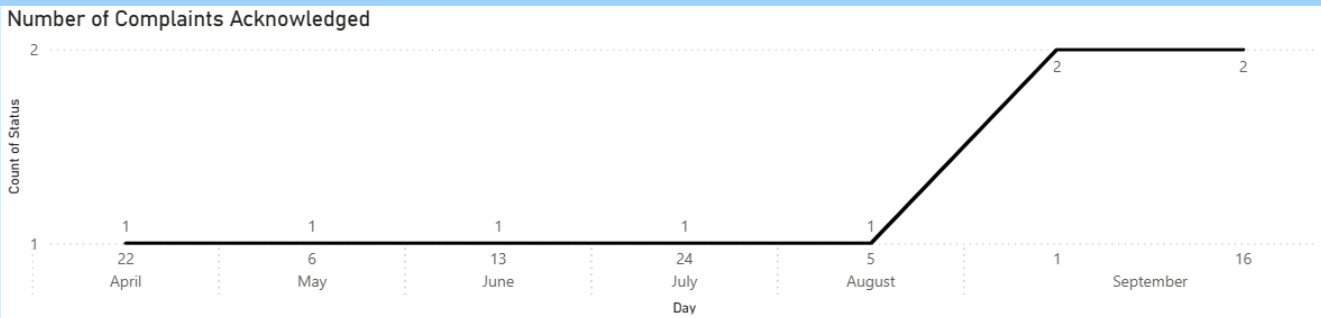
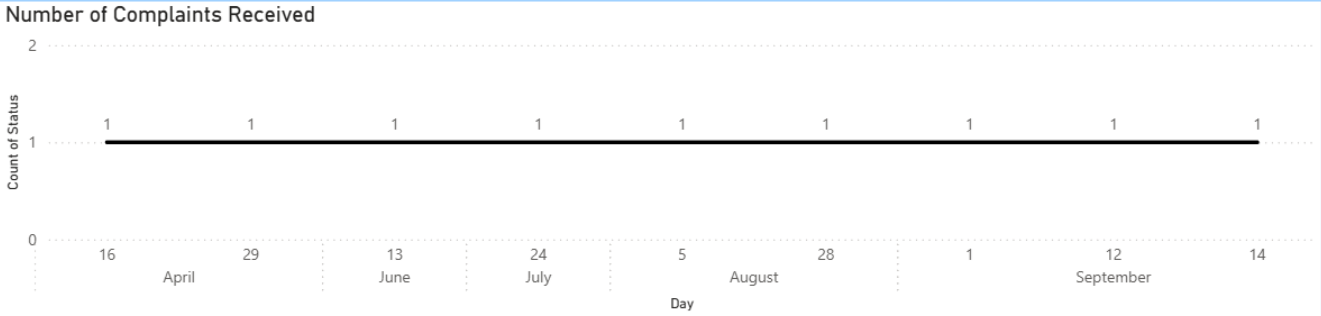
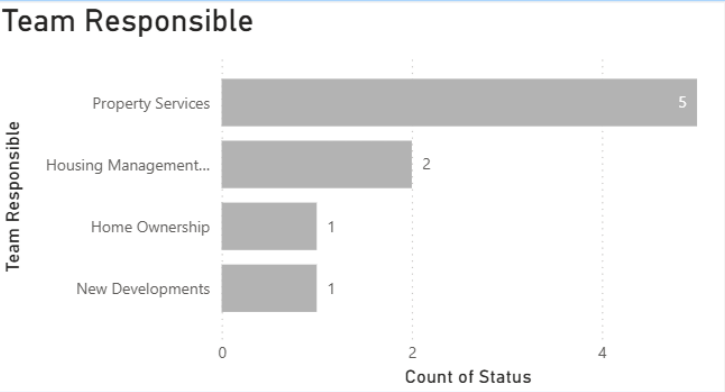
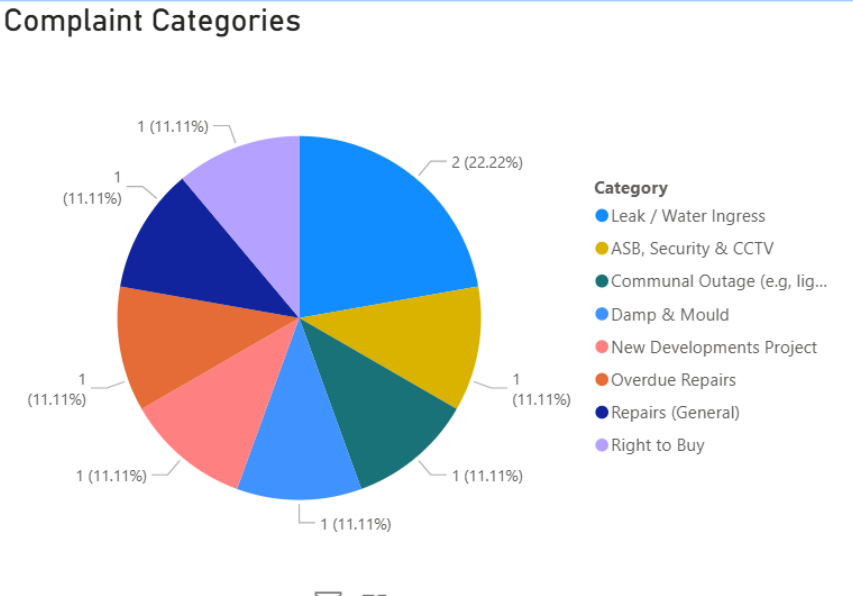
Status

All

9
Complaints Received

(Blank)
Complaints Withdrawn

(Blank)
Complaints In Progress



Complaint Responses:
HRA (Stage 2,
Leaseholder)

Estate
All

Source
Leaseholder

Response Date
01/04/2025 30/09/2025

Team Responsible
All

Category
All

Quarter
All

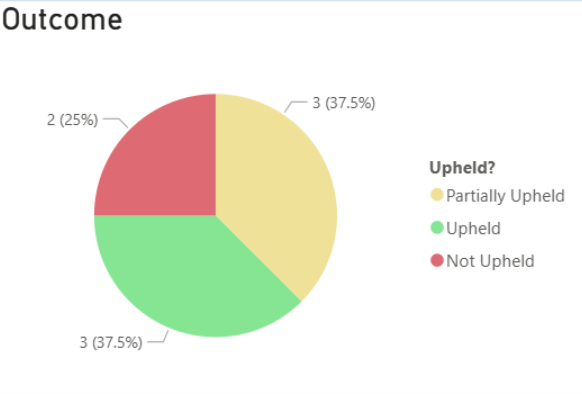
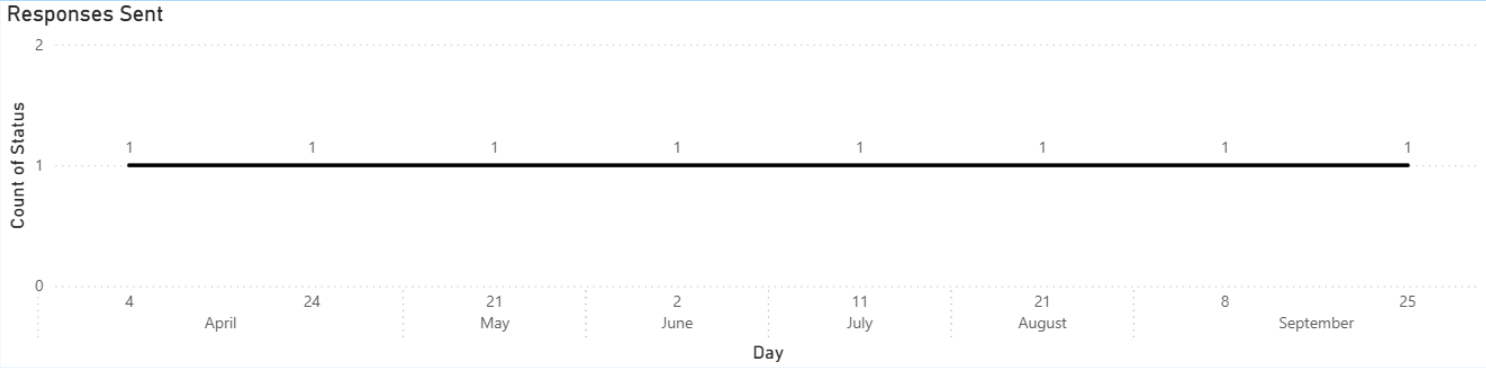
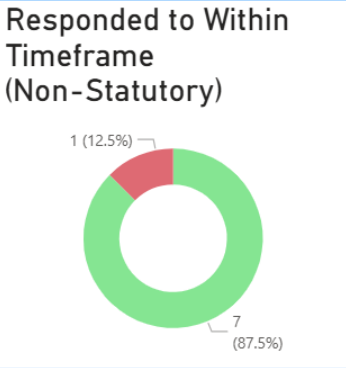
Stage
2

Investigating Offi...
All

Status
All

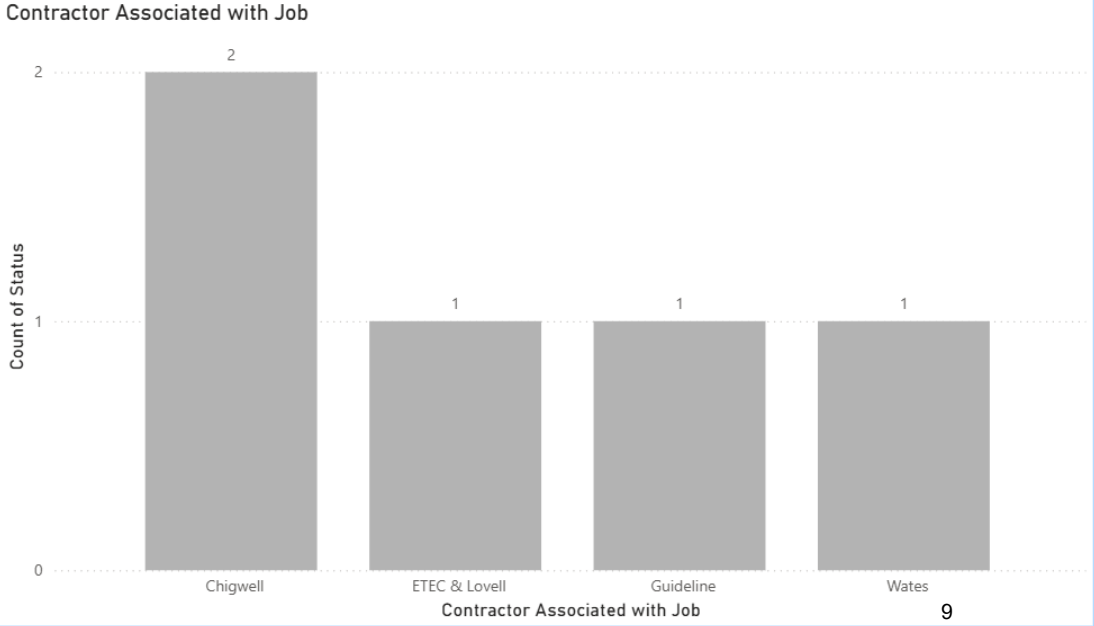
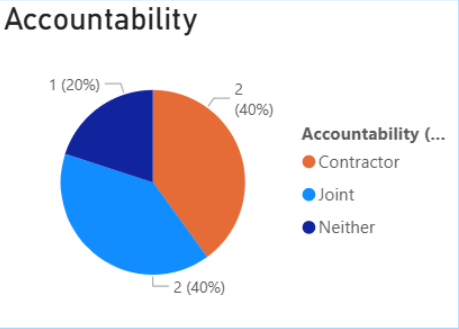
8
Responses Sent

£233
Compensation Paid



Please note, 100% of complaints are responded to in statutory timescale - the above reflects those responded to within the initial agreed period (without extension)

26.00
Average Working Days from Complaint to Case Closed (R&M)

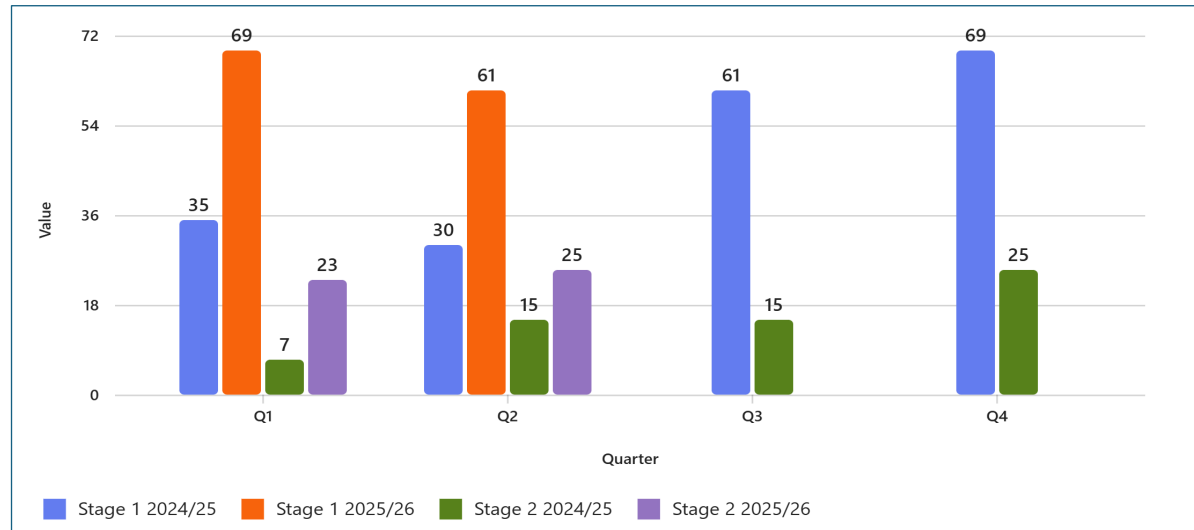


Complaints Received (Based on 'Date Received'): 2024/25 vs 2025/26:

Stage 1	2024/25	2025/26	Stage 2	2024/25	2025/26	% increase from 24/25:
Q1	35	69	Q1	7	23	Q1 S1: 97.14%
Q2	30	61	Q2	15	25	Q1 S2: 228.57%
Q3	61	N/A	Q3	15	N/A	Q2 S1: 103.33%
Q4	69	N/A	Q4	25	N/A	Q2 S2: 66.66%

Key Considerations:

- In Q3 of 2024/25, the Housing Complaints Team undertook a significant campaign to raise awareness of the service. This likely explains the sharp increase in complaints during that period. The campaign included publishing an updated complaints process on the website and distributing leaflets to all Estate Offices, and encouraging staff to actively support residents in escalating issues where appropriate.
- Stage 1 complaints increased steadily throughout 2024/25, reflecting wider industry trends, and have remained relatively high.
- Similarly, Stage 2 complaints rose towards the end of 2024/25 and have continued at a consistently high level throughout 2025/26.



Team Responsible/Categories:

In 2025/26, we have further refined categorisation of complaints (and broken Housing Management Teams down further)

Teams Responsible:

2024/25 Q1 & 2:

Team Responsible	Count of Status
Property Services	186
Housing Management	44
Major Works	18
Other (See Comments)	4
Rents	4
New Developments	2

In 2024/25,

- 72% of complaints at both stages were allocated to Property Services
- 17% at both stages were for Housing Management.

In 2025/26,

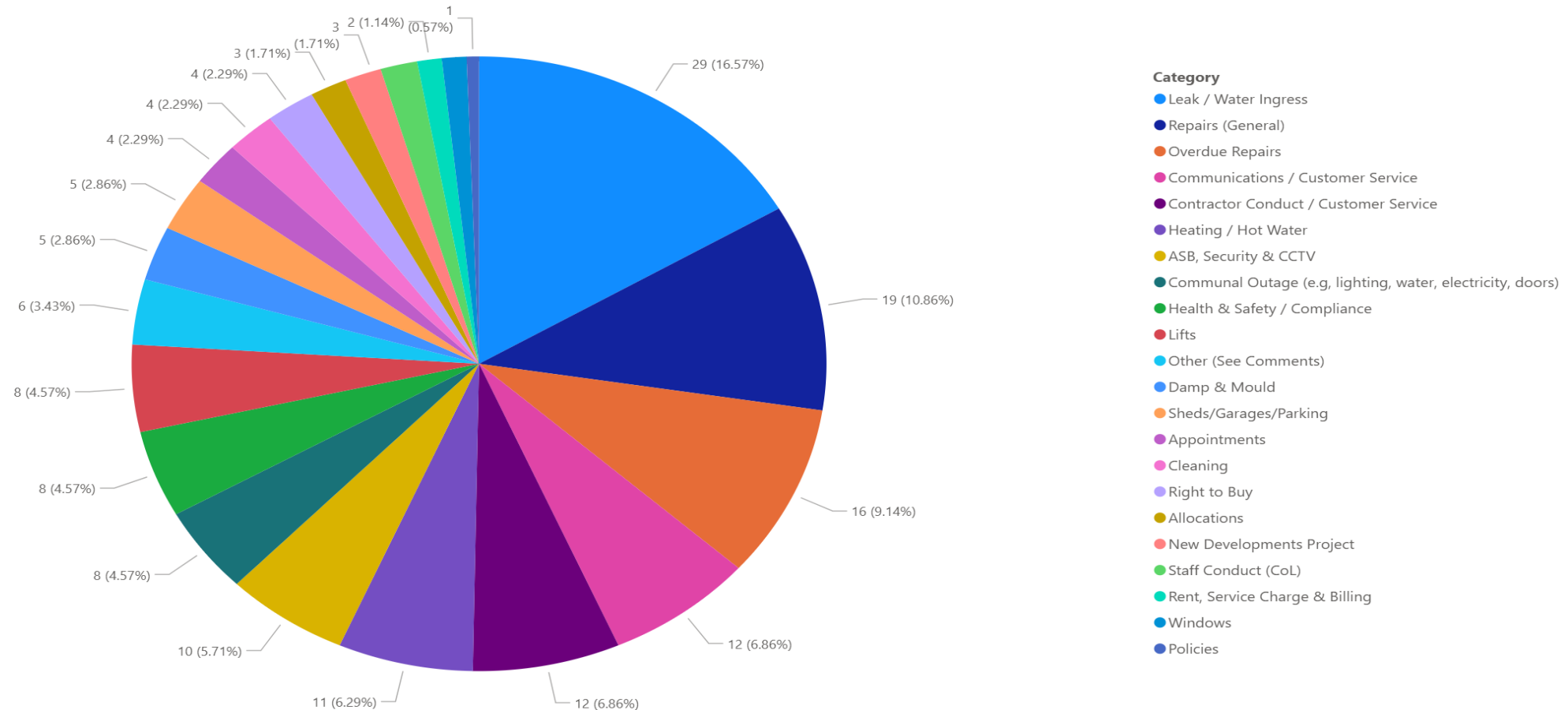
- 74% of complaints at both stages were allocated to Property Services
- 24% at both stages were for Housing Management.

2025/26 Q1 & 2:

Team Responsible	Count of Status
Property Services	127
Housing Management North	15
Estate Services	8
Housing Management South	7
Home Ownership	4
Allocations	3
Housing Management General	3
Major Works	3
New Developments	3
Housing Management Sheltered	2

Team Responsible/Categories:

Categorisation: (all complaints, Q1 – 2 2025/26)



In 2025/26, we took steps to avoid using 'other' as a category where possible. Categories look similar to 2024/25, but the number of complaints relating to lifts have reduced (11% of complaints in 2024/25 related to lifts, vs. 4.57% in 2025/26)

Housing Ombudsman Cases:

Metric	2024/25	2025/26 (Q1–Q2)
New Cases Received	11	7
Determinations	5	3
Findings	12	5
Maladministration / Service Failure	9 of 12 findings	4 of 5 findings
No Maladministration Findings	1	1
Maladministration Rate	75%	80%
Redress Ordered	2	0
Compensation Payment Orders	£4,500 (avg £375/finding)	£1,080 (avg £270/finding)

Note: Out-of-jurisdiction and Barbican cases have been excluded from this data.

We are currently projecting an increase in Housing Ombudsman Service (HOS) cases and determinations for 2025/26. While the average cost per maladministration finding has decreased, our maladministration rate is higher than last year's total and exceeds both the national and London averages from the previous year.

It's important to note that many of these cases are legacy cases, which may have contributed to the elevated rate. Continued focus on improved case handling will be key to reversing this trend.

Determination 1: (Stage 2 issued August 2024) *Maladministration & Service Failure*

Lessons Learned:

Repair Handling

- Ensure urgent repairs are correctly categorised and addressed within timescales.
- Improve coordination between landlord, contractors, and subcontractors to prevent delays.
- Maintain clear communication with residents, providing regular updates and accurate records.
- Conduct thorough inspections (e.g., full roof surveys) to resolve issues effectively.

Complaint Handling

- Acknowledge and explain delays in Stage 1 responses.
- Ensure Stage 2 responses comply with the Ombudsman's Complaint Handling Code, clearly outlining outcomes and next steps.
- Strengthen record-keeping and transparency throughout the complaints process.

Determination 2: (Stage 2 issued July 2023) *Maladministration & Service Failure*

Lessons Learned:

Delays

- Major works must be scheduled and monitored to prevent expiry of planning permissions.
- Strengthen project management processes to avoid multi-year delays.

Communication Failures

- Respond promptly to resident queries and follow through on promised updates.
- Proactively address concerns early to prevent escalation.

Complaint Handling

- Ensure Stage 1 responses meet timescales or formally request extensions.
- Stage 2 responses should clearly outline actions, timescales, and next steps.
- Reduce the need for residents to chase updates by improving follow-up processes.

Determination 3: (Stage 2 Withdrawal August 2024 – due to disrepair case) *No Maladministration / Out of Jurisdiction*

Lessons Learned:

In this case, the HOS noted that due to an ongoing legal disrepair case, they could not comment on the case itself but did make a judgement on the complaint handling/decision to withdraw.

- The formal complaint (13 June 2024) was acknowledged 2 days late, outside the 5-day policy timeframe.
- The landlord requested and received agreement for a 10-day extension to the Stage 1 response due to staff absence, this was reasonable.
- The Stage 2 escalation (24 July 2024) was acknowledged promptly, but the landlord declined to respond further due to ongoing legal proceedings, this was in line with policy.
- While the landlord could have handled the initial contact better, the Ombudsman found no maladministration, as the overall handling was within reasonable bounds.
- The landlord received no orders in relation to this case.

Please note, 100% of HOS orders have been complied with within timescale. All HOS determinations are discussed in detail at Complaints Learning Panel Meetings with Heads of Service.

Benchmarking:

The CoL are a Member of Housemark, who provide benchmarking figures in relation to a number of measures, including complaints:

Q1:

Measure	London Median	National Median	CoL Performance
Formal Stage 1 and Stage 2 Complaints Received per 1000 Properties	8.8	4.94	12.67
Stage 1 and Stage 2 Complaints Resolved Within Timescale (Statutory)	88.3%	95.4%	100%

Q2:

Measure	London Median	National Median	CoL Performance
Formal Stage 1 and Stage 2 Complaints Received per 1000 Properties	8.89	5.25	10.4
Stage 1 and Stage 2 Complaints Resolved Within Timescale (Statutory)	82.99%	98.18%	100%

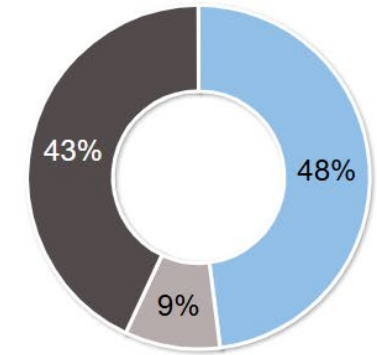
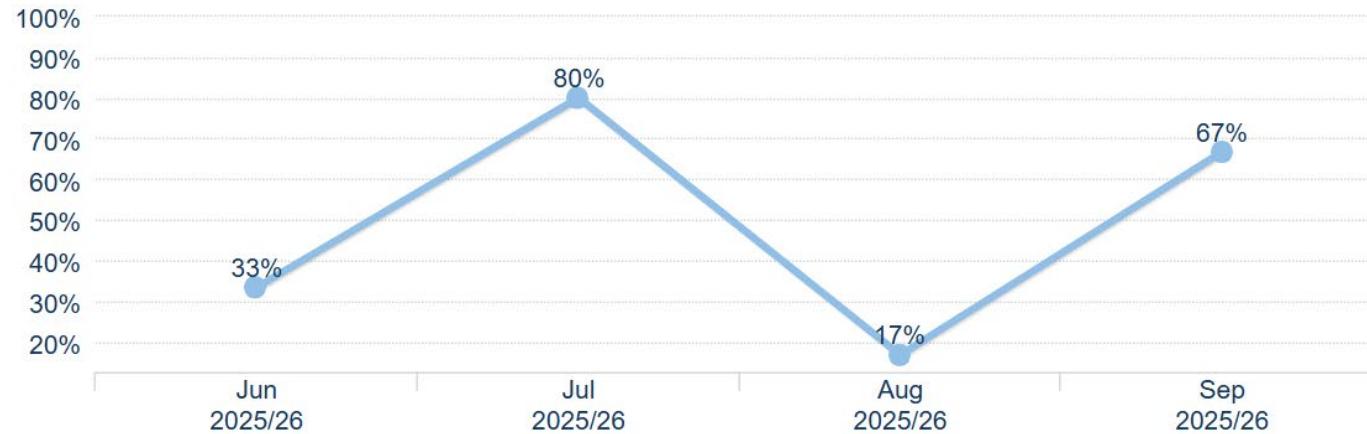
CoL exceeds National and London medians in terms of complaints received. We do not necessarily see this as a bad thing, as it shows we have an accessible service. We out-perform National and London medians in terms of complaints responded to within statutory timescale (100% compliance)

Staff Member	Date	Compliments
Housing Needs Team	04/04/2025	The Team are the most person-focused and best application experience of the multiple applications the applicant had made. It was refreshing to speak to a person rather than email/automated phone. The assessment questionnaire is well designed.
Melissa McPherson	03/04/2025	I would also like to take this opportunity to acknowledge Melissa, who has been incredibly helpful throughout this process. Her assistance has been greatly appreciated.
Isaac Orlebar-Oye	08/04/2025	I want to acknowledge Isaac, who has been genuinely helpful and supportive throughout the years. His efforts are appreciated and have not gone unnoticed.
Sophie Caley	16/04/2025	Thank you so much for your help and patience with my case. i just have to congratulate you for being very professional.
Charlotte Gliniecki	24/04/2025	I was most impressed with you and most impressed with the e-mail you sent me. You have been the most helpful person I've come across
Matthew Bowler	16/05/2025	I'm sending this email to express my gratitude for the outstanding work and dedication towards Dron tenants that our duty caretaker, Matthew provides on a daily basis. Matthew's consistent efforts to maintain a safe and comfortable environment are greatly appreciated. Matthew has personally helped me and gone above his duty, his willingness to go the extra mile has truly made a difference.We are fortunate to have Matthew as Dron's duty caretaker. Please thank him for his hard work, dedication and commitment.
Rebecca Southin & Rachel Montague	19/05/2025	Two hand written cards from residents thanking them for organising the VE Day celebration.
Ripa Ali & York Way Estate Team	30/05/2025	Colleagues have been really kind and supportive in instances of lift outages. Ripa is a very lovely young lady!
York Way Estate Team	11/07/2025	I wanted to pass on some very positive comments a tenant made about the work that the estate team have done in terms of how well maintained the estate is despite all the issues of the building site, and the maintenance and upkeep of the spaces, communal areas and so on. She ended the call with a resound ‘well done, brilliant’ for the staff, so wanted to pass that along.
Sergio Argos, Hanan Latif, Chigwell	10/07/2025	Chigwell supported very well in a case with a vulnerable resident. They worked until 9pm to clear the property and their customer service was excellent. Hanan and Sergio stayed on site and supported.
Noreen Heslop	01/08/2025	Supported a resident with the return of found stolen items.
Complaints Team	08/08/2025	I would like to say thank you very much for the helpful quick response I have had from you all. Made me feel very reassured.
Anna Donoghue	03/09/2025	Thank you very much for your continued support and clear communication throughout the lift outage and beyond. Your efforts in keeping us updated and ensuring that residents concerns were acknowledged are genuinely appreciated.
Wendy Giaccaglia	17/09/2025	Wendy you are a legend! I sincerely appreciate all you’re help

Transactional Survey Data:

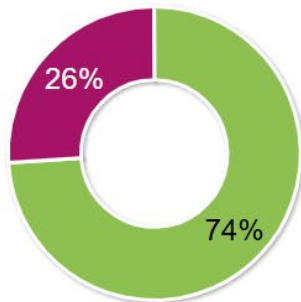
We started to collect transactional survey data in June 2025, following complaint responses. 6 tenants are interviewed each month for feedback.

Outcome Complaint



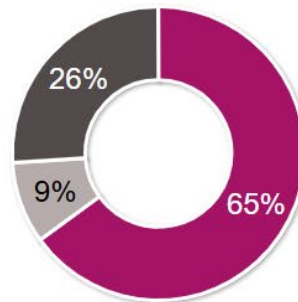
■ Satisfied ■ Neither ■ Dissatisfied

Understand Complaint? (Y/N)

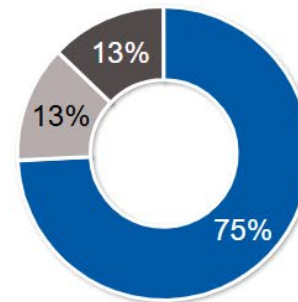


● Yes ● No

Ease of Reporting

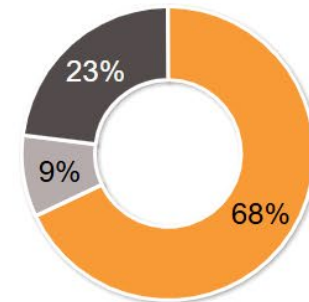


Kept Informed



Coloured = Satisfied ● Neither ● Dissatisfied

Explained Outcome



Transactional Survey Specific Feedback:

6 tenants are interviewed each month through transactional surveys following complaint responses.

We review specific feedback on a case-by-case basis and discuss improvements in detail at Complaints Learning Panel sessions.

Actions Taken To Date:

1. Missed Calls

- The Housing Complaints Team set up ‘group calling’ on teams, meaning that if one person could not pick up the phone, the call would be forwarded to other Members of the Housing Complaints Team.

2. Streamlined Process & Updates

- **Case Tracking Numbers:** Reference numbers were added to complaint acknowledgements and responses in October 2025 for closer tracking of cases.
- **Regular Updates:** Specific PSOs are allocated as a point of contact during complaint investigations.

Topics for Discussion at Complaints Learning Panel:

1. Contractor Management & Sharing of Lessons Learned

2. Anti-Social Behaviour (ASB) Handling

3. Communication & Complaint Accuracy