



**North East
Derbyshire**
District Council

Complaint Performance and Service Improvement Report for Housing

2024/2025

Contents

Introduction.....	3
Difference between a Service Request and a Complaint.....	3
Key Performance Data.....	4
Tenant Satisfaction Measures.....	5
Learning and Service Improvements	6
Equality and Diversity	7
Internal Audit	7
Reporting Procedures.....	8
Appendix 1	9

Introduction

From 1 April 2024, the Social Housing (Regulation) Act 2023 gave the Housing Ombudsman new powers and duties, including a new statutory code for handling complaints and a duty to monitor whether landlords comply.

The [Complaint Handling Code](#) ('the Code') means that all members of the Housing Ombudsman Scheme are obliged by law to follow its requirements.

The Housing Ombudsman also has a legal duty to ensure landlord complaints procedures and responses are compliant with the Code.

Each year Landlords must self assess against the Code to ensure policies and practices comply. The latest [Complaints Handling Code Self Assessment](#) can be viewed on our website.

The Council's Housing Management Company, Rykneld Homes Limited (RHL), deals with tenant dissatisfactions on the Council's behalf under their complaints [Policy and Procedures](#) in line with the Housing Ombudsman's Code.

A complaint will be raised when a customer expresses dissatisfaction with the response to a request for service, even if the handling of the service request remains ongoing.

The Code specifies a landlord's complaint process must be 2 stages. The landlord must not use any 'informal complaint' stages, more than 2 stages or less than 2.

This Complaint Performance and Service Improvement Report highlights key performance data and service improvements related to council housing complaints.

Difference between a Service Request and a Complaint

RHL adopted the Housing Ombudsman's Complaints definition as follows:

A Service Request is defined as:

'A service request is a request from the resident to the landlord requiring action to be taken to put something right. Service requests are not complaints but must be recorded, monitored and reviewed regularly.'

A Complaint is defined as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."

Key Performance Data

During 2024/25 RHL on behalf of the Council conducted a media campaign to ensure tenants are aware of the complaint processes. The campaign proved to be successful due to the increased number of complaints received for this reporting period.

In 2024/25, RHL on behalf of the Council received 93 Stage 1 formal complaints, this is an increase of 42 (82%) from 2023/24 when 51 formal complaints were received.

65 complaints were upheld and 28 not upheld. 28 complaints were escalated by the customer and responded to as Stage 2 complaints, of these 15 complaints were upheld and 13 not upheld.

- 100% of stage one complaints were responded to within regulatory target timescales.
- 92% of stage 2 complaints were responded to in regulatory target timescales.

The complaints received by Service Area for 2024/25 can be seen below:

Service Area	Upheld	Not Upheld	Totals
Adaptations	1	0	1
ASB	0	2	2
Choice Move	0	2	2
Customer Services	1	0	1
Damp	12	2	14
Electrical	1	0	1
Gas and Plumbing	2	0	2
Housing and Support	2	4	6
Home Ownership/Leasehold	0	2	2
Multiple Service Areas	10	4	14
Regeneration	7	0	7
Rents	0	2	2
Repairs	32	6	38
Voids	1	0	1
Total Complaints	69	24	93

From the total number of complaints received, the following table shows the number of formal Stage 2 complaints by Service area:

Stage 2 Complaints

Service Area	Upheld	Not Upheld	TOTALS
Choice Move	0	1	1
Damp	3	1	4
Electrical	1	0	1
Housing and Support	0	2	2
Home Ownership/Leasehold	0	1	1
Multiple Service Areas	3	2	5
Regeneration	2	0	2
Rents	0	2	2
Repairs	8	2	10
Total Formal Complaints	17	11	28

*For a further breakdown of the complaints received, the table in **Appendix 1** shows the number of complaints by theme and Service area.*

During 2024/25, £16,096.79 has been paid in compensation during the complaints process and in accordance with the Compensation Policy.

In 2024/25 four complaints were escalated to the Housing Ombudsman Service (HOS). Maladministration was found in one complaint, one complaint found no maladministration, and we are awaiting the HOS's determination on the remaining two.

- Following the maladministration outcome, the Repairs and Maintenance Policy was reviewed and both the application and understanding of this policy tested with the service area.

Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM's) provide tenants with greater transparency about their landlord's performance. There are 22 TSM's, covering five themes. Ten of these are measured by landlords directly, and 12 are measured by landlords carrying out tenant perception surveys. RHL carry out the TSM's on the Council behalf.

The TSM's show that the **overall Satisfaction** with complaints handling for 2024/25 is **43.6%**, this is a slight increase when compared to 2023/24 which was 43.1%.

Included in the TSM's are Complaints Performance Indicators, the table below shows the 2024/25 Performance information (note definitions are compliant with the Regulator of Social Housing Tenant Satisfaction Measures).

Performance Indicator	2024/25 Performance
CH01 Number of: Stage 1 complaints received per 1,000 homes	11.5
CH01 Number of: Stage 2 complaints received per 1,000 homes	3.4
CH02 Proportion of: Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
CH02 Proportion of: Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	92.3%

The effective handling of complaints satisfaction is published as part of the Tenant Satisfaction Measures (TSM) perception survey – Effective Handling of Complaints.

(The full TSM's results can be viewed on [Rykneld Homes Limited's](#) website).

Learning and Service Improvements

Learning from complaints ensures mistakes are not repeated.

Each complaint received is treated as an opportunity for us to learn and to improve our services. RHL has taken actions as a result of learning from complaints received in 2024/25, which include the following:

Provided extra training to staff and issued instructions to contractors to provide more information prior to intrusive works.

Increased the information provided at sign up to cover garden and fencing responsibilities.

Amended RHL's procedures to ensure battery alarms are fitted during any works that require the removal/disconnection of a hardwired alarm where it is the only one located within the property.

Improved the Anti-Social Behaviour Policy to make clear reasonable adjustments to support individuals are considered during service delivery.
Provided staff training to reinforce the requirements of the Lettable Standard.
Transferred the drainage works from contractors to an in-house team to improve continuity of service delivery.
Started a review of the scaffolding contract to include improved performance requirements to meet customer expectations.

The complaint outcomes are fed back to the service area involved with any learning points provided in order to establish best practice and a 'get it right first time' approach.

On behalf of the Council RHL's Complaints Team review the commonalities and trends within complaints to consider improvements that can be made to policy, procedures and the services we provide to our tenants. Learning outcomes are discussed in monthly meetings with service managers.

Equality and Diversity

An Equality Impact Assessment (EIA) is a tool that helps us to place equality, diversity, cohesion and integration at the heart of everything we do and make sure our strategies, policies, services and functions do what they are intended to do and work for everyone.

RHL ensures the complaints policy and processes are accessible to all. Equality Impact Assessment's (EIA's) are completed for all complaints recieved to minimise risk.

Internal Audit

Internal Audit's evaluate the effectiveness of risk management, control, and governance processes, taking into account public sector internal auditing standards or guidance.

An internal audit of Complaints was undertaken in November 2024 with an outcome of:

- Substantial Assurance (There is a sound system of controls in place, designed to achieve the system objectives. Controls are being consistently applied and risks well managed.)

The audit covered the policies / procedures and effectiveness of complaints handling and monitoring, as per the Regulator of Social Housing and Housing Ombudsman Service requirements.

Reporting Procedures

The Complaint Performance and Service Improvement Report for Housing will be completed on an annual basis and published on the [Council's website](#) once agreed by Cabinet, which is the Council's main decision making body.

Annual complaints performance will be included in RHL Customer Annual Report and published on the RHL's website. Customer satisfaction with complaints handling will be publicised with the TSM's.

Performance regarding complaints that are referred to the Housing Ombudsman are published on the Housing Ombudsman website. RHL's compliance with the Housing Ombudsman Complaint Handling Code will be published on their website.

RHL's performance, code compliance and learning will be reviewed by RHL's Operational Board and the Council's Housing Client Team and Member Responsible for Housing Complaints (Leader of the Council & Portfolio Holder for Strategic Leadership & Finance).

Rykneld Homes report key performance data to the Council on a quarterly basis through the Council's Key Performance Indicators (KPI'S).

Appendix 1

Breakdown of Complaint by Service Area and Theme.

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
Adaptations	Customers reported the length of time it taken to resolve the issues in their bathroom which they stated had also affected other rooms within their home and were seeking compensation on this basis.	1		
	Total	1	0	1
ASB	Customer disputed the details provided on a reference provided to SYHA, following which they were denied access to the housing register.		1	
	Customer reported what they felt was a failure to act on reported antisocial behaviour.		1	
	Total	0	2	2
Choice Move	Customer was unhappy with review of their housing application and felt that they had been treated unfairly.		1	
	Customer reported a lack of/miscommunication about the best course of action for her daughter in terms of her housing situation.		1	
	Total	0	2	2
Customer Services	Customer unhappy with the lack of communication from the staff who booked in appointments for repairs to their home.	1		
	Total	1	0	1
Damp	Customer reported ongoing damp problem due to lack of maintenance.	1		
	Customer reported ongoing damp and mould, stating nothing had been done for 6 months following them reporting this.	1		
	Customer reported ongoing damp and mould within their home which they stated has been ongoing for the last two years.	1		
	Customer reported ongoing issues (since September 2023) with mould, causing damage to clothing and other personal items for which compensation was requested.	1		
	Customer made a request for financial assistance towards new flooring following issues with damp.	1		
	Customer advised they wished to complain about the length of time taken to do specialist damp works within their home.	1		
	Customer reported recurring Damp and Mould within their home causing damage to personal items.		1	
	Customer stated that damp works should have been completed at void stage, prior to her moving in, as the issue was present at time of viewing and sign up.	1		
	Customer reported damp and Mould issues and that damp from next door was affecting their home.	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	Customer reported ongoing Issues with Damp and Mould/Drainage.	1		
	Customer stated that they terminated their tenancy as a result of damp and mould which they felt had remained unresolved. Also reported this caused permanent damage to their personal items which they requested compensation for.	1		
	Customer reported damp and mould causing damage to personal belongings. Customer reported multiple times since moving in to the property re the radiators not working properly, specifically in the bedrooms and this ongoing issue the customer feels has been a major contributing factor to the mould.		1	
	Customer reported that there had been damp and Mould in son's bedroom on two occasions and wanted to make a complaint about the length of time taken to clean and treat this.	1		
	Customer requested compensation to replace items mould damaged items or alternatively have them professionally cleaned.	1		
	Total	12	2	14
Electrical	Customer wanted to complain about the quality and appearance of electrical works carried out by contractor, inclusive of their communication in relation to this matter.	1		
	Total	1	0	1
Gas and Plumbing	Customers reported and unresolved drainage issue that had causes faeces to come up through the toilet and kitchen sink and that the issue with the overflowing toilet had impacted their hall carpet.	1		
	Customer was requesting compensation for items which they stated were damaged following a leak through the living room ceiling.	1		
	Total	2	0	2
Home Ownership / Leasehold	Leaseholder wished to dispute the payment for balcony works undertaken to their home in 2022/2023		1	
	Leaseholder wished to stop planned works to their outbuilding as they were disputing the cost.		1	
	Total	0	2	2
Housing and Support	Owner occupier requested that RHL help with the cost of having to replace their fence which was damaged by a tenants dog in a neighbouring NEDDC property.		1	
	Customer stated that a rat infestation and issues with neighbour that remained unresolved	1		
	Customer reported a lack of/conflicting communication they had been given over the last 6 months in relation to her fence.	1		
	Customer wished to complain regarding the handling of ASB and noise nuisance in the Danesmoor area		1	

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	Customer wished to complain about how RHL handled the situation between them and their neighbour.		1	
	Customer stated that due to their request to move being refused they had been treated unfairly.		1	
	Total	2	4	6
Multiple Service Areas	Customers stated that there were multiple repairs outstanding and that there had been a lack of communication from RHL.	1	1	
	Also, ongoing ASB from occupants below. Customers stated that one from Rykneld Homes has helped them resolve the issues and no one has ever provided them with an outcome or answer to their concerns which has caused them anxiety and distress	1		
	Customer requested compensation for the disruption to them due to the repair issues they had experienced since moving in.	1		
	Customer complained about various issues and RHL's handling of these inclusive of repairs, tenancy management and ASB.	1		
	Customer stated staff had told them to remove fencing and shrubs for which they stated that they had initially been given permission for. Secondly that they felt they had not being believed in relation to their repair and adaptation concerns and that prior visits to their address had been ineffective.		1	
	Customer reported stress caused to them in relation to the handling of their reports of noise concerns and in relation to the handling of their housing application.		1	
	Customer reported that an electrician did not turn up to a pre-planned appointment. Issue with window handles recently fitted not matching the other windows in the property. Mould in bedroom and around bedroom window.	1		
	Customer stated that they were misled at the time of viewing a property due to being given inaccurate information. Following moving in they advised that they had also reported repairs many times which had remained outstanding.	1		
	Customer stated that mould has returned in the kitchen cupboard despite anti-mould treatment being used. There was still work outstanding in the living room to block up the vent. There was also a hole in the pathway at the front of the main doorway, which was a trip hazard.	1		
	Customer reported an unidentified humming noise in their flat which they wanted RHL to resolve.		1	
	Customer complained of leaks from the boiler and the leak from the bathroom through to the kitchen. Advised they were dissatisfied with RHLs lack of action for the duration they have has lived at the property. Dissatisfaction with the condition of the	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	kitchen which they stated was in a poor state of repair.			
	Customer reported numerous outstanding repairs/damp issues.	1		
	Repair works included under previous formal complaint (78918 FC/25/013) were not completed. Reported damp and mould issues, mainly situated on external walls, to every window frame, main bedroom. Fence railing not fitted correctly and a rotten kitchen cupboard.	1		
	Total	10	4	14
Regeneration	Complaint also concerned several incidents with SBS/ Nationwide including an old window falling and causing damage to the complainants garden furniture.	1		
	Complaint concerned a lack of communication from contractors and RHL regarding the new window installation. Also, a number of historical issues, including the bathroom install by a contractor last year and the issues which surrounded this.	1		
	Complaint related to a member of staff for the nature of a letter sent to their mother. Complainant advised that the letter should not have been sent to mother, but to him as he has authority to act on mother's behalf.	1		
	Customer reported ongoing issues with bathroom with and with leaking walls. Also, a path was agreed to be re-done by a contractor but works had not yet been undertaken.	1		
	Customer reported that a bathroom replacement should have gone on programme following an appraisal completed in February 2024 but that they had heard nothing further.	1		
	Customer reported that the actions of a contractor had contributed to damp and mould within their home due to them not returning the loft insulation to its original position.	1		
	Customer reported work had been delayed at their home to drop the chimney and this was due to issues with the scaffold required to complete the works.	1		
	Total	7	0	7
Rents	Customer stated they had not receiving their rent increase letter for the second year running and stated that they felt this was intentional.		1	
	Customer reported that a Notice of Seeking Possession letter was sent to their daughter even though she was adhering to the payment agreement, resulting in undue stress.		1	
	Total	0	2	2
	Customer reported ongoing drainage issues on the back garden which remained unresolved.	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
Repairs	Customer reported that they were dissatisfied that they had reported their soffits/fascia's required replacement in 2021 but had been advised they would have to wait another 3 years before these were completed on program.	1		
	Customer reported that there were outstanding/planned works in her garden which had not yet been completed following flooding.	1		
	Customer reported an incomplete repair which had first been reported July 2023 and that there had been a lack of communication from RHL staff on this matter.	1		
	Customer reported water was entering the property into the hallway where the front door is located. Multiple repairs had taken place but the issue had persisted.	1		
	Customer reported poor service and repairs to property and the lack of communication between employees with nothing being followed through causing them to be frustrated.	1		
	Customer reported a scaffold had been up at the property for 5 months without work being carried out. Conservationist had been carrying out investigation due to bats which has withheld work but there had been a lack of updates from RHL re this matter.	1		
	Customer reported that they did not feel the recent repairs done to their driveway were sufficient.		1	
	Customer reported outstanding repairs to their outbuilding roof which was leaking.	1		
	Customer wished to complain about RHL's communication around works to undertake loft insulation and to replace their kitchen and dining room doors.	1		
	Customer stated that after a cupboard unit falling in January 2024, damaging a number of items in the kitchen and a visit being undertaken to complete an incident form and assess the items damaged, they had not heard anything further about the compensation they had requested.	1		
	Customer reported that they were waiting for repairs to be done which had been marked as completed.	1		
	Customer stated she had reported her chimney 6 months ago but this had remained unresolved, despite calling in.	1		
	Tenant stated she had fitted a storm door in the past and it has now reached a state of disrepair and wished to complain that we would not replace this.		1	
	Customer reported outstanding repairs to the rendering/plaster to outside of their home which remained unresolved.	1		
	Customer stated that since moving in they had phoned RHL multiple times regarding the roof between the back door and shed to advise that	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	water is leaking through without a repair being completed.			
	Customer reported poor workmanship and outstanding repairs to their home.	1		
	Customer advised they had reported pointing required to house but despite multiple contacts no repairs had been completed.	1		
	Customer reported a lack of communication in regard to the repairs progress following a fire at their home.	1		
	Customer reported a lack of communication in receiving confirmation of works or an appointment following a bathroom fan installation.	1		
	Customer reported that they had been told that no repairs will be carried out to their porch.	1		
	Also, the length of time taken to get repairs done to their kitchen and living room wall.	1		
	Customer stated hallway had been cold despite the rest of the house heating as normal and had requested compensation due to escalated heating bills		1	
	Customer reported concerns that the communal front door was faulty and this had been reported multiple times.		1	
	Customer reported outstanding repairs to their rear garden.		1	
	Customer reported that flat does not warm up and attributed this to a window replacement being required. Asked for compensation towards heating costs.		1	
	Customer stated they have reported repairs required to their windows numerous times however, repairs have not been adequate due to their age and felt required a full window replacement.	1		
	Customer reported issues with their floorboards which they stated had caused damage to their carpets.	1		
	Customer reported that the bathroom had a significant leak for the last 18 months and despite numerous visits from RHL staff the situation had deteriorated.	1		
	Customer reported their contacts to RHL regarding the condition of soffits and facias had been ignored.	1		
	Customer stated that they had fell through one of the floor boards.	1		
	Customer advised they wanted a formal investigation into why Operatives are carding works when customers are clearly present. Also was dissatisfied with the quality of the joinery works to the front door.	1		
	Customer advised there had been number of repair issues identified upon moving in to the property and that works undertaken by the Contractor to that stage had been poor. Compensation requested towards heating costs.	1		

OFFICIAL-[SENSITIVE]

Service Area	Complaint Theme	Upheld	Not Upheld	TOTALS
	Customer reported outstanding repairs to their outhouse which remained unresolved.	1		
	Customer reported work not being carried out to a leak to the roof near the chimney and that this had caused damp in both main bedrooms.	1		
	Customer reported the condition of fencing at the property which they felt had not been properly addressed. Also reported they thought there was subsidence in garden and multiple cracks internally and externally within their home which had not been addressed.	1		
	Customer reported a lack of communication from Contractors who replaced doors in communal area and this had led to stress and anxiety.	1		
	Customer reported an outstanding chimney repair which they felt could have been resolved more quickly with better liaison and communication.	1		
	Total	32	6	38
Voids	Customer reported repair issues identified from moving in which had not been resolved.	1		
	Total	1	0	1
Total Formal Complaints		60	24	93