Broxtowe Borough Council
Annual Complaint Report
2025-2026

Response from the Governing Body

Councillor Greg Marshall, Portfolio Holder responsible for complaints and behalf of the Council's Cabinet, stated:

"The Council welcomes the Housing Ombudsman's Code for complaint handling and the self-assessment. The self-assessment is integral to ensure that the Council remains in-line with the best practice when dealing with complaints. The Council has a culture of learning from complaints and regular scrutiny is undertaken by elected members on a quarterly and annual basis by both the Governance, Audit and Standards Committee and Cabinet.

To ensure that complaints are learnt from, regular training is provided to Officers, and the monitoring of complaints is undertaken by the Council's General Management Team.

All employees are required to undertake annual complaint training to capture all complaints made to the Council, with added emphasis on treating 'expressions of dissatisfaction' as complaints.

Work is undertaken to identify complaint hotspots and then introduce procedures with the relevant stakeholders, in order to understand the root causes of issues and to design interventions which ultimately reduce complaints and increase resident satisfaction.

Therefore, complaints are seen as a positive and ensure that services are improved. Consequently, the Council provides services that undergo continual improvement to all residents and individuals that visit and reside the Borough of Broxtowe. "

Further information

The Council Complaint Policy and Self-Assessment can be found on the link below.

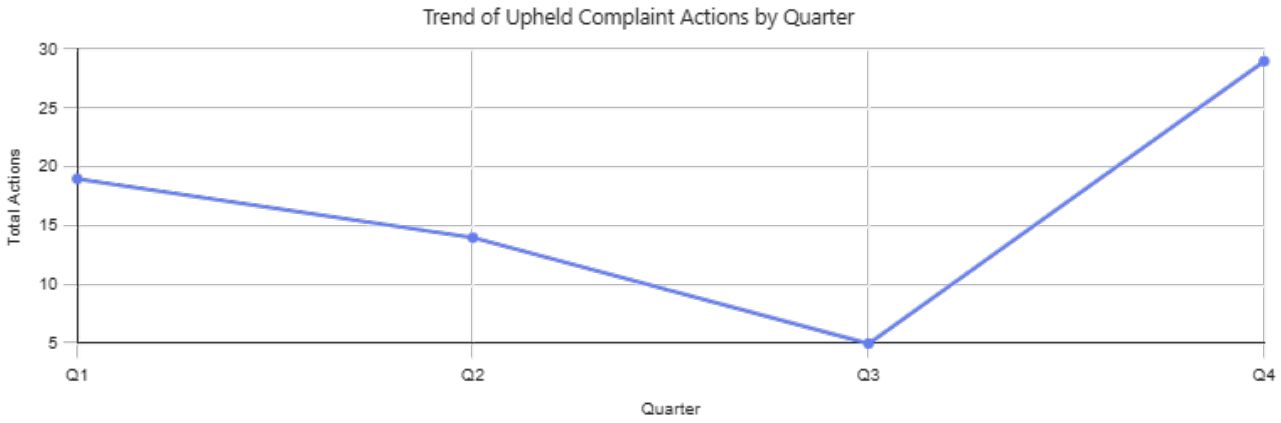
Complaint Policy

Self-Assessment

Trend Analysis (Upheld Complaint Actions)

The total number of upheld complaint actions per quarter is:

- **Quarter 1 (Q1):** 19
- **Quarter 2 (Q2):** 14
- **Quarter 3 (Q3):** 5
- **Quarter 4 (Q4):** 29



Key Insights

There is a steady reduction from 19 (Q1) to 5 (Q3).

This indicates short-term improvement or reduced reporting/resolution actions in early to mid-year.

However this increases to 29 in Q4.

This could reflect:

- Increased complaint volumes
- Improved identification/reporting of issues
- Seasonal pressures (e.g winter-related repairs/damp issues)

This shows a decline in upheld complaints followed by a strong rebound. It should be noted that this suggests reactive rather than sustained improvement measures.

Q1 – Q3 shows a period of corrective actions taking effect (training, reminders, process adjustments).

The increase in Q4 may suggest:

- Issues re-emerging

- Capacity/resource pressures
- More rigorous complaint review processes

Key Pattern (across all quarters)

The Housing Repairs Team, as highlighted above, forms the majority of complaints and upheld complaints every quarter. Other teams appear sporadically and at low volume.

Team	Q1	Q2	Q3	Q4	Trend
Housing Repairs	High	High	Moderate	**Very High**	Increasing long-term
Capital Works	0	0	Low	Moderate	Emerging issue
Housing Allocations	Low	0	0	0	Reduced
Tenancy Services	Low	0	0	0	Reduced
Other teams	Scattered	Minimal	Minimal	Small increase	Stable

The Housing Repairs Team accounts for the majority of upheld actions across all quarters, making it the primary driver of the overall trend spike in Q4.

Q3 dip reflects fewer actions overall, but not a structural shift, just reduced activity in complaints being upheld.

Q4 increase is concentrated in:

- Repairs
- Capital Works (growing contributor)

Root Cause / Theme Analysis

1. Communication Failures (Most frequent across all quarters)

    - Poor updates to residents
    - Lack of contact during delays
    - Leaseholder communication gaps

These issues appear consistently in Q1, Q2, and heavily in Q4.

2. Delays and Timeliness

    - Repairs not booked promptly
    - Delays not escalated
    - Missed timescales

These issues appear consistently in Q1, Q2, and heavily in Q4.

3. Process & Case Management Issues

- Poor complaint escalation
- Failure to follow complaint policy
- Weak monitoring of ongoing actions

These issues appear consistently in Q1 and Q4.

4. Data Quality / Record Keeping

- Inaccurate complaint responses
- Opinion-based or incorrect information recorded

This is mostly present in Q1 and Q2, less so om Q3 and Q4 (suggesting improvement).

5. Pre-tenancy/Property Standards (Emerging Issue)

- Failure to check properties before letting
- Damp and mould identification gaps

This is mostly present in Q2 and Q3. This later evolves into Q4 damp/mould and survey issues.

6. Follow-up & Accountability

- Monitoring repairs
- Reviewing surveys
- Ensuring completion of actions

This becomes significantly more prominent in Q4.

Theme Trend Over Time

Theme	Q1	Q2	Q3	Q4	Direction
Communication	High	High	Moderate	**Very High**	Persistent issue
Delays	High	High	Moderate	**Very High**	Worsening
Process failures	Moderate	Low	Low	Moderate	Returns in Q4
Data quality	Moderate	Moderate	Low	Low	Improving
Property standards	Low	Moderate	Moderate	High	Growing risk
Follow-up/monitoring	Moderate	High	Low	**High**	Re-emerging

Communication and delays are highlighted as the primary failure pattern

These two issues appear in most upheld complaints, especially:

- Residents are not informed of delays
- Repairs are delayed and are poorly communicated to the resident

The increase in Q4 indicates that learning is not being embedded within the appropriate Teams when complaints are upheld.

Actions for 2026/27

Complaints Team (Democratic Services)

During the course of the 2026/27, the Complaints Team will undertake the following actions to further understand and improve the issues with complaint handling within the Council:

- Review complaints by team (especially Housing Repairs Team, which forms the majority of complaints)
- Categorise themes (communication, delays, repairs, data handling)
- Compare with complaint volumes (to understand if this is rate-driven or volume-driven)
- Introduce quarterly controls to stabilise performance.

Housing Repairs/Capital Works

Further works have been undertaken to improve the coordination between Housing Repairs and Capital Work Teams. This work will be more achievable as the two Teams are now part of the same directorate.

An extra Housing Complaint Officer is currently being considered by Cabinet to assist the existing post with stage 1 complaints, capturing lessons learned and monitoring actions identified as part of the learning.

Having two posts will allow the Housing Department to proactively monitor follow up works identified as part of the complaints process.

A restructure of the Housing Repairs Team, including recruitment to the Housing Repairs Manager, is currently underway. The Housing Repairs Manager will have responsibility for all of the Council's Repairs Operatives to increase oversight of the works being scheduled and undertaken.

A specific Damp and Mould Team will form part of this restructure with a dedicated inspector and clear management responsibility of the Team.

Monthly meetings are taking place between the Housing Complaints Team and Democratic Services Teams to ensure compliance with Housing Ombudsman's Complaint Handling Code and to identify any emerging and resource issues.

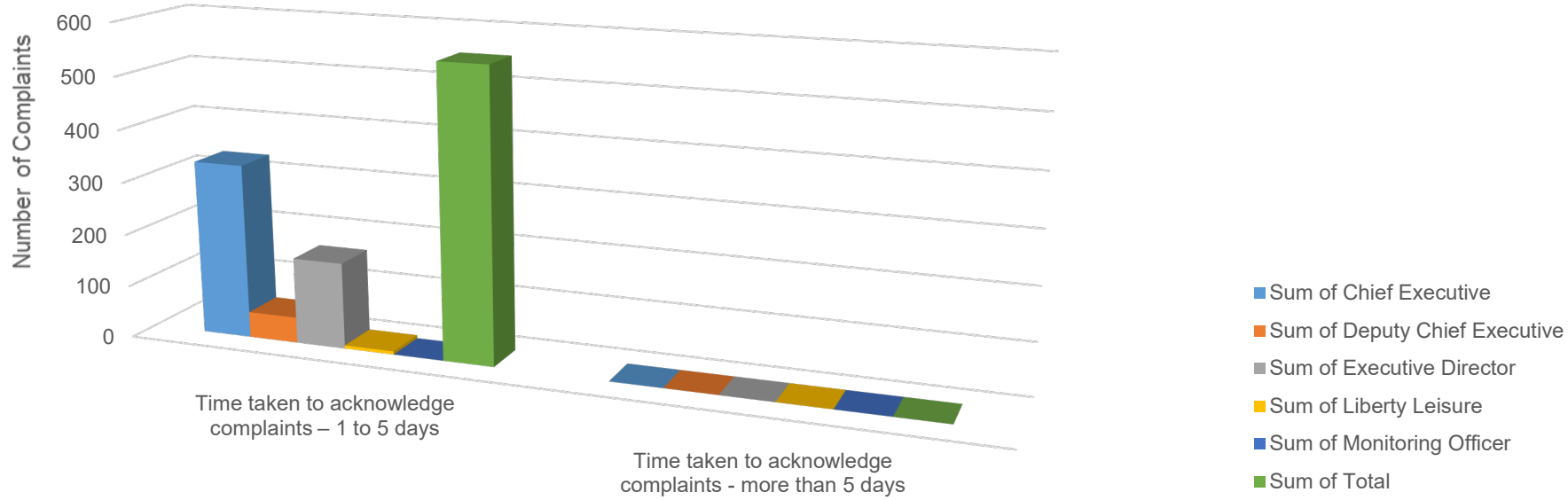
The Housing Department are currently undertaking a refresh of the tenant complaint panel, with a new terms of reference and a dedicate membership. As part of this refresh, particular emphasis on will be placed on recommended improvements and compliance with the Housing Ombudsman's Complaint Handling Code.

Complaints received

The table below shows the figures for the overall complaints received in 2025/26 and the previous 2024/25 figures are shown in brackets for comparison.

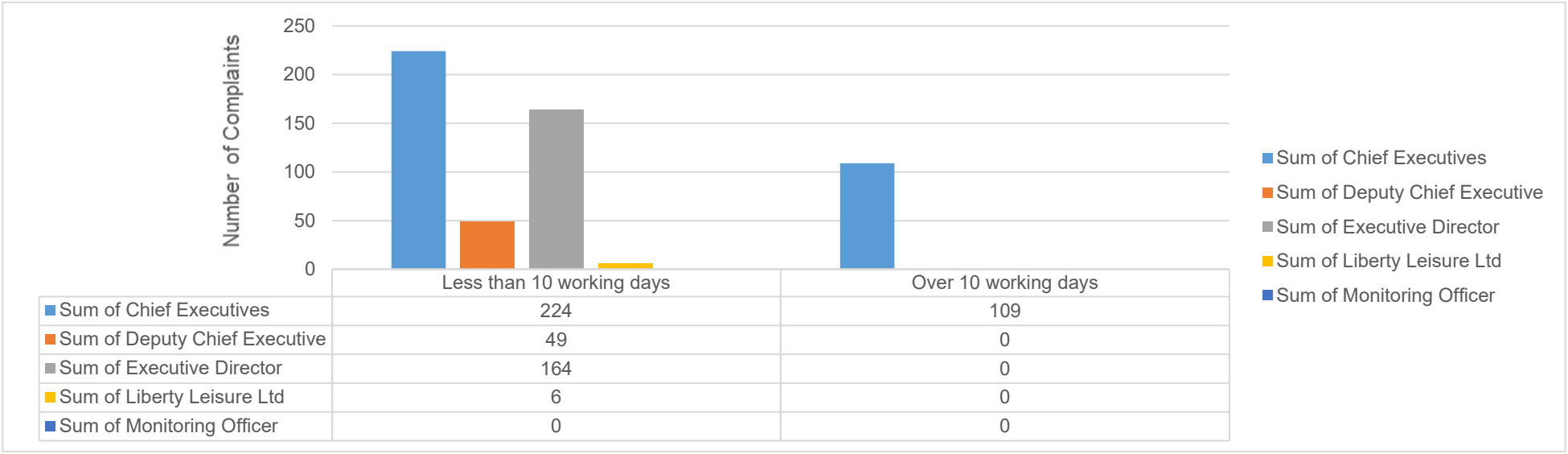
	Total	**Chief Executive**	**Deputy Chief Executive**	**Executive Director**	**Monitoring Officer**	**Liberty Leisure Ltd**
Number of Stage 1 complaints	552 **(429)**	333	49	164	0	6
No. of complaints investigated under Stage 2	102 **(81)**	85	7	10	0	0
No. of complaints determined by the Ombudsman	12 **(7)**	11	0	1	0	0

Time taken to acknowledge receipt of stage one complaints (5 working day target)



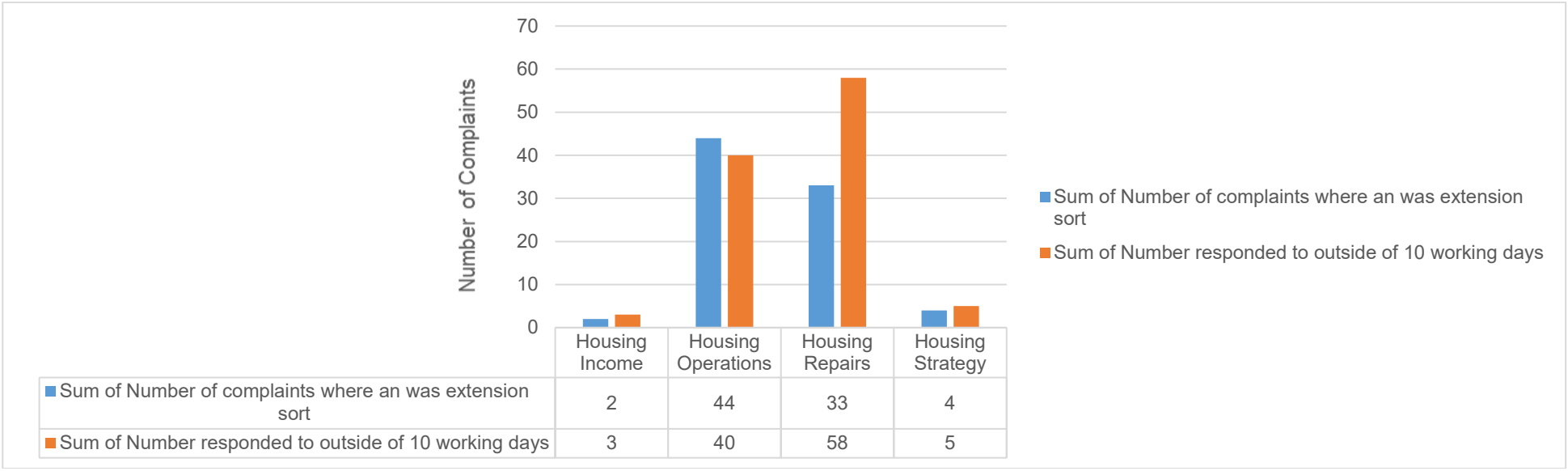
	Time taken to acknowledge complaints – 1 to 5 days	Time taken to acknowledge complaints - more than 5 days
Sum of Chief Executive	333	0
Sum of Deputy Chief Executive	49	0
Sum of Executive Director	164	0
Sum of Liberty Leisure	6	0
Sum of Monitoring Officer	0	0
Sum of Total	552	0

Time taken to respond to stage 1 Complaints (10 working day target)



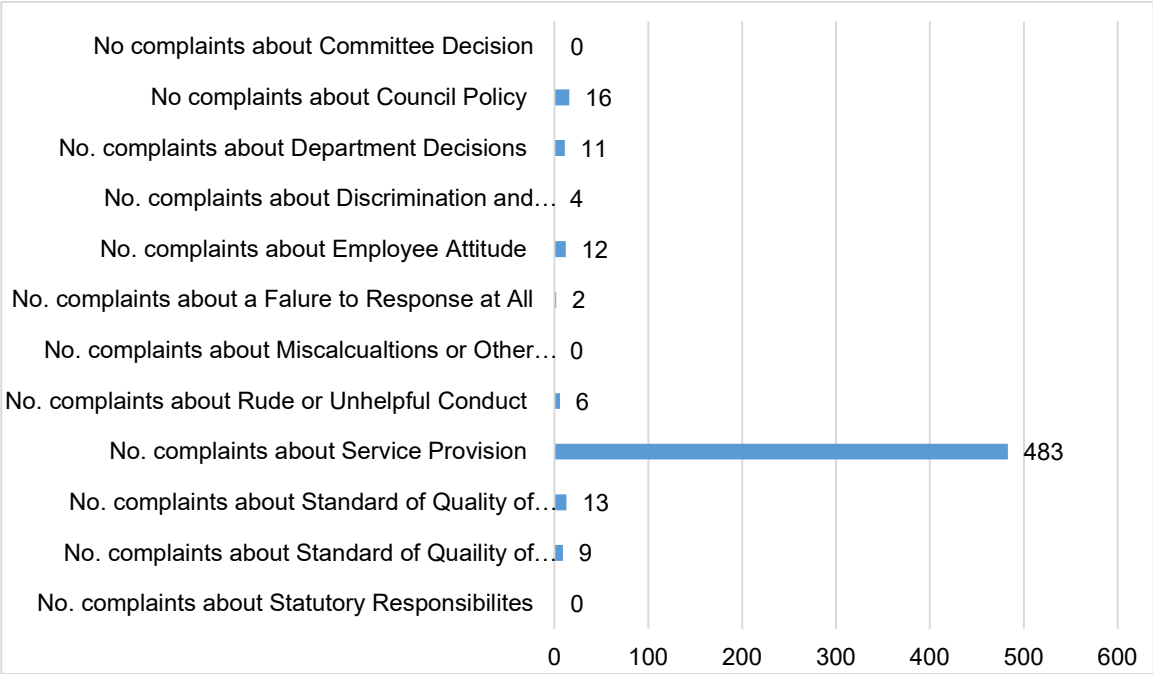
	Less than 10 working days	Over 10 working days
Sum of Chief Executives	224	109
Sum of Deputy Chief Executive	49	0
Sum of Executive Director	164	0
Sum of Liberty Leisure Ltd	6	0
Sum of Monitoring Officer	0	0

Number of complaints that were extended

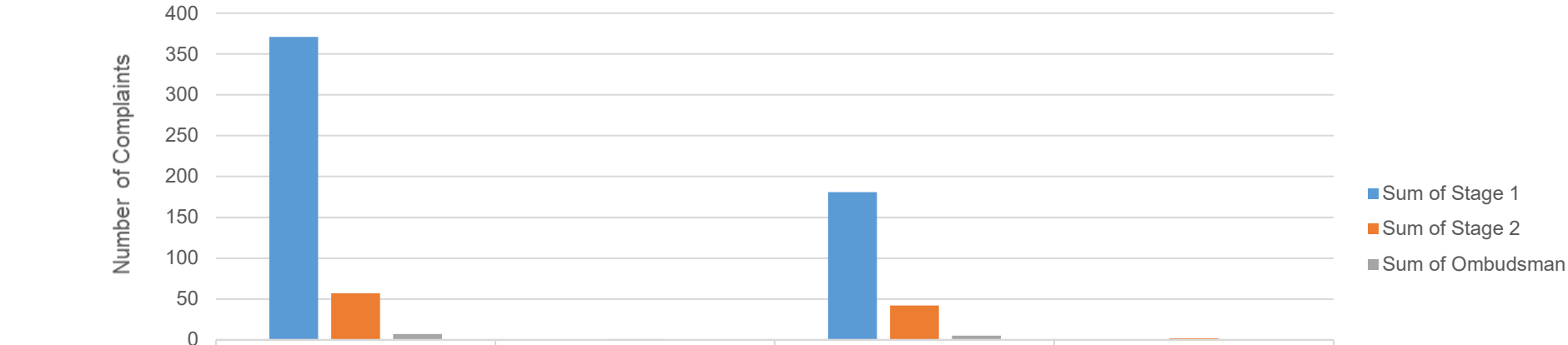


	Housing Income	Housing Operations	Housing Repairs	Housing Strategy
Sum of Number of complaints where an was extension sort	2	44	33	4
Sum of Number responded to outside of 10 working days	3	40	58	5

What the complaints were about



Complaints upheld



	Not Upheld	Under investigation	Upheld	Withdrawn
Sum of Stage 1	371	0	181	0
Sum of Stage 2	57	1	42	2
Sum of Ombudsman	7	0	5	0

Number of stage 2 complaints

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure
Number of Stage 2 complaints	**102**	85	7	10	0	0

Time taken to acknowledge to stage 2 complaints (5 working day target)

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure
Acknowledged within 5 working days	**102**	85	7	10	0	0

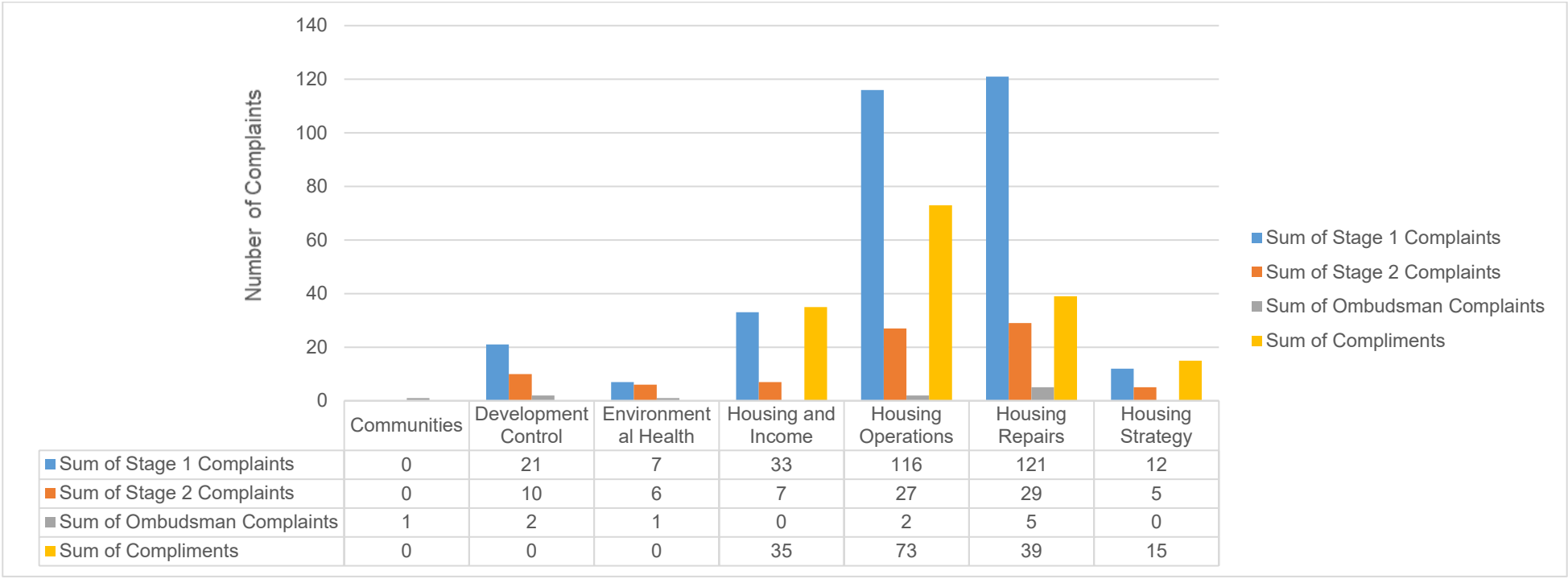
Time taken to respond to stage 2 complaints (20 working day target)



	Less than 20 working days	Over 20 working days
Sum of Chief Executives	85	0
Sum of Deputy Chief Executive	7	0
Sum of Executive Director	10	0
Sum of Monitoring Officer	0	0
Sum of Liberty Leisure Ltd	0	0
Sum of Total	102	0

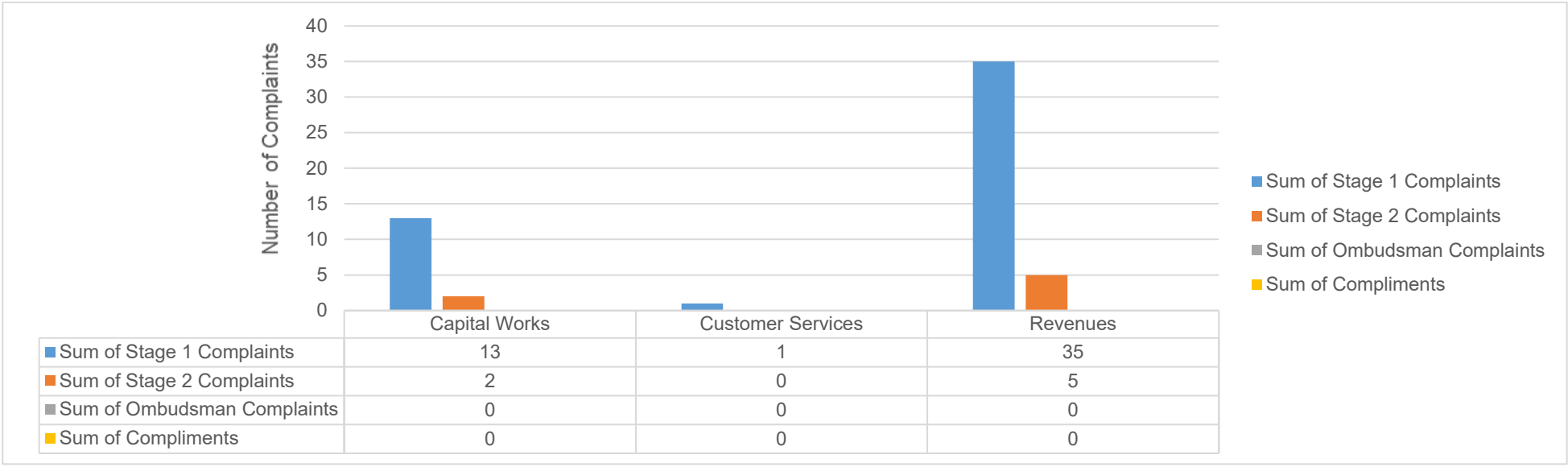
Breakdown of Complaints and Compliments by Department and Section

Chief Executive's Department



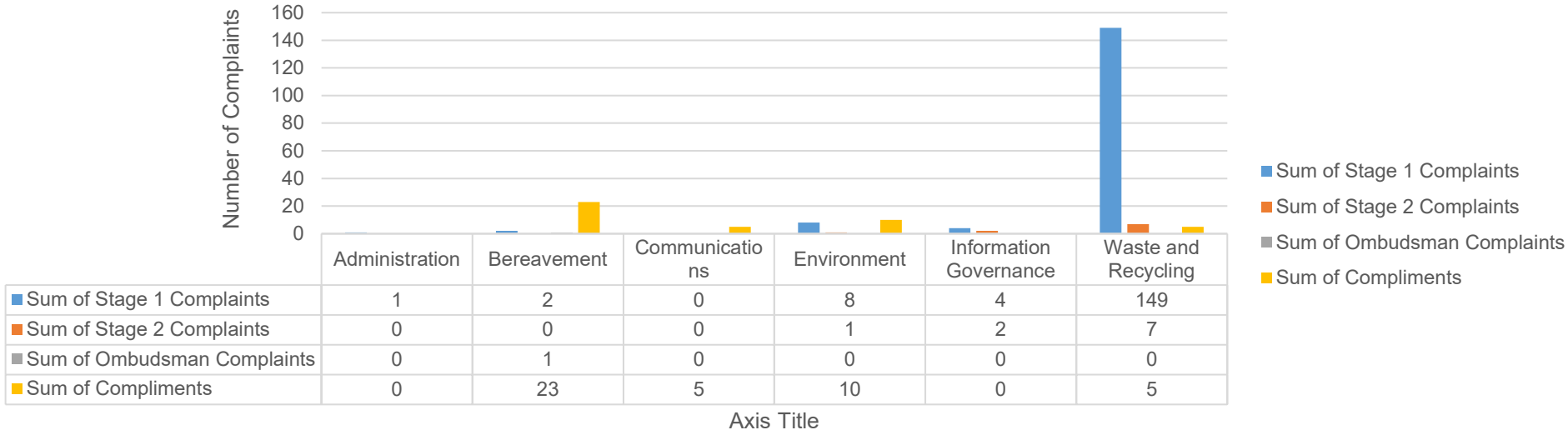
	Communities	Development Control	Environmental Health	Housing and Income	Housing Operations	Housing Repairs	Housing Strategy
Sum of Stage 1 Complaints	0	21	7	33	116	121	12
Sum of Stage 2 Complaints	0	10	6	7	27	29	5
Sum of Ombudsman Complaints	1	2	1	0	2	5	0
Sum of Compliments	0	0	0	35	73	39	15

Deputy Chief Executive's Department



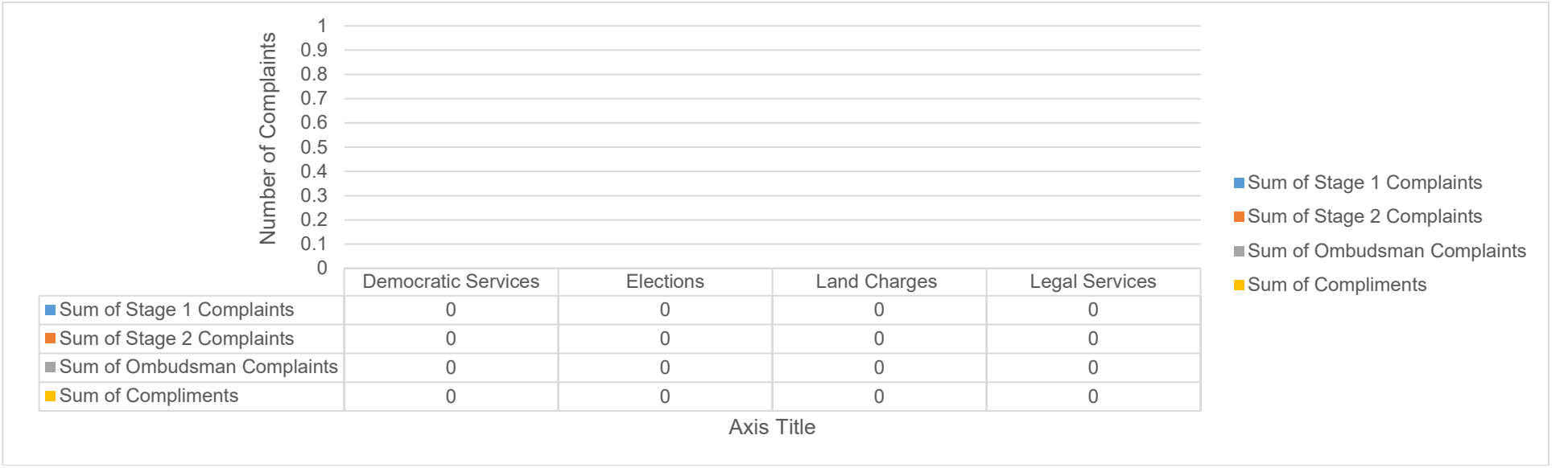
	Capital Works	Customer Services	Revenues
Sum of Stage 1 Complaints	13	1	35
Sum of Stage 2 Complaints	2	0	5
Sum of Ombudsman Complaints	0	0	0
Sum of Compliments	0	0	0

Executive Director's Department



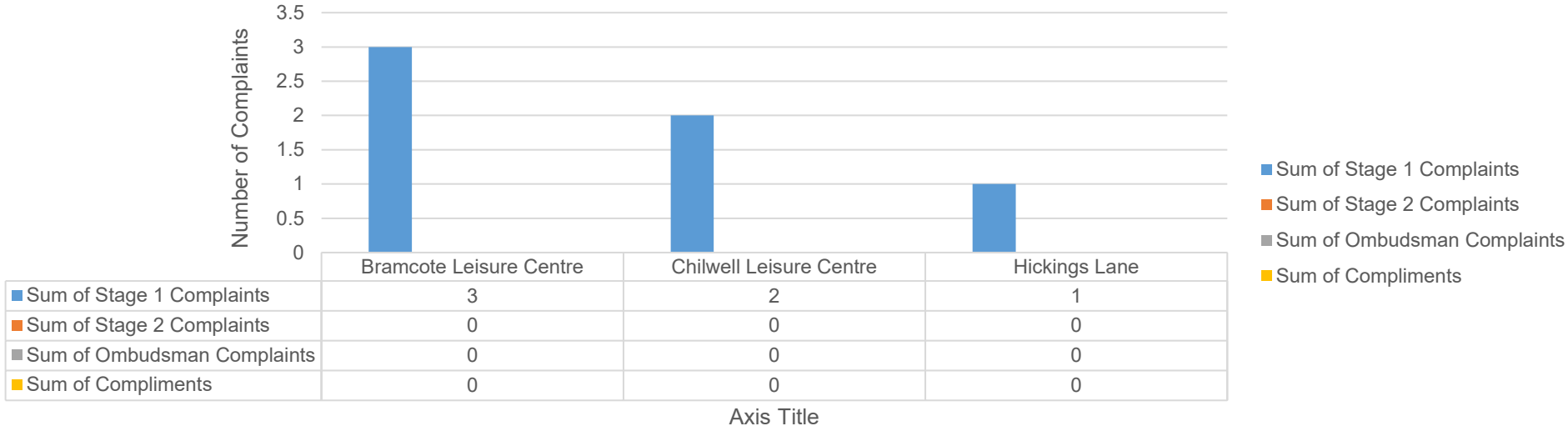
	Administration	Bereavement	Communications	Environment	Information Governance	Waste and Recycling
Sum of Stage 1 Complaints	1	2	0	8	4	149
Sum of Stage 2 Complaints	0	0	0	1	2	7
Sum of Ombudsman Complaints	0	1	0	0	0	0
Sum of Compliments	0	23	5	10	0	5

Monitoring Officer's Department



	Democratic Services	Elections	Land Charges	Legal Services
Sum of Stage 1 Complaints	0	0	0	0
Sum of Stage 2 Complaints	0	0	0	0
Sum of Ombudsman Complaints	0	0	0	0
Sum of Compliments	0	0	0	0

Liberty Leisure Ltd



	Bramcote Leisure Centre	Chilwell Leisure Centre	Hickings Lane
Sum of Stage 1 Complaints	3	2	1
Sum of Stage 2 Complaints	0	0	0
Sum of Ombudsman Complaints	0	0	0
Sum of Compliments	0	0	0

Financial Settlements

	Total	Chief Execs	Deputy Chief Execs
Stage 1	66 (3)	£24,685 (£3,100)	0
Stage 2	21 (20)	£20,800 (£22,756)	(£314)
Ombudsman	4 (5)	£1,000 (£4,400)	0
TOTAL	91 (28)	£46,485 (£30,256)	(£314)

Stage 2 – Formal Complaints

The complaints provided below have been summarised in order to prevent identification of individuals.

1. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team were incorrectly calculating the number of Houses in Multiple Occupation in a certain area and incorrectly provided this information to the Planning Inspectorate.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team have provided the necessary information to the Planning Inspectorate when required. The Planning Inspectorate had ultimately made a judgement based on their interpretation of this information.

The Planning Team correctly used the Supplementary Planning Document (SPD) to calculate Houses in Multiple Occupation (HMO) density.

Assistant Director Comments

The Planning Team had correctly assessed the number of HMOs in the area based on the SPD. This was provided to the Planning Inspectorate when required.

2. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team incorrectly approved a change in a planning application under Section 73 and 96a of the Town and Country Planning Act.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had appropriately considered the revised application in line with Section 73 and 96a of the Town and Country Planning Act.

The revised application and changes to construction materials were correctly regularised by the amended applications.

The Planning Committee further reviewed this amended application and determined that it was appropriate. This was subsequently formally approved by the Committee.

Assistant Director Comments

The Planning Team had correctly assessed the application. This was ultimately approved by the Council's Planning Committee.

3. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had not correctly enforced a Tennis Club's operating hours.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had correctly investigated the concerns raised about the tennis club and the increased running time.

As the tennis club does not have a restrictive condition on the length of the club activities there has been no breach in planning conditions. Therefore, the Council was unable to take any further action.

Assistant Director Comments

The Planning Team had correctly assessed the operating hours of the tennis club.

4. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had incorrectly authorised a massage business under Class E.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had appropriately used Government Guidance in designating the massage business under Class E.

Class E allows for a premises to be changed from offering a professional service to one that offers medical or health services.

Assistant Director Comments

The Planning Team had correctly applied Government Guidance when designating the massage business.

5. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team had not correctly investigated a breach of their right of way to their property.

Council's response

It was determined that an appropriate level of service was provided as the Planning Team had appropriately investigated the alleged breach.

The works undertaken have occurred on private land and would not require planning permission. Therefore, no further action could be undertaken.

Assistant Director Comments

The Planning Team had correctly investigated the issued. This remains a civil dispute between two private land owners.

6. Complaint against Planning

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained regarding the erection of a fences at a neighbouring property which were considered to be a breach of planning, and the subsequent lack of any response to their emails by the Planning Enforcement Team.

Council's response

It was determined that there had been delays in communication and a lack of response being issued to the complainant regarding the planning enforcement case. Furthermore, the Council recognised that there had been a delay in the Planning Enforcement Team concluding the planning enforcement case.

The Planning Enforcement Team determined that a section of the fence was a breach of planning regulations. This section of fence was removed, at the request of the Planning Enforcement Team, and no further action is now required.

An apology was offered to the complainant.

Assistant Director Comments

It is recognised that an appropriate level of service was not provided. The Planning Team recognises the importance of good communication especially when delays are likely.

7. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team did not provide the Planning Committee with all the relevant information to determine a planning application.

Council's response

It was determined that all the relevant information was included in the report which was subsequently reviewed by the Planning Committee.

Furthermore, the Planning Committee visited the proposed development and determined that the original plans did not protect the complainant's amenity enough. This was subsequently altered at the Planning Committee to impose a condition to erect screening to protect their privacy. This condition was approved and the screening has since been erected.

The complainant addressed the Planning Committee under the Council's public speaking to raise their concerns regarding the application.

The Planning Committee considered this information, the information provided as part of the report and site visit and determined that the application was acceptable subject to condition to erect a screen to protect their privacy.

Assistant Director Comments

The Planning Team had correctly including all the relevant information in the reports.

8. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Enforcement Team had not correctly undertaken enforcement against a takeaway sign.

Council's response

It was determined that the Planning Enforcement Team had correctly assessed the signage at the takeaway restaurant.

The Planning Enforcement Team and Planning management had determined that the signage was not expedient to pursue the matter further.

There was no information to suggest that this decision had been undertaken incorrectly.

Assistant Director Comments

The correct decision was undertaken not pursue the matter further as the likely outcome would not be favourable.

9. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Planning Team did not consider the loss of neighbour amenity when determining a planning application.

Council's response

It was determined that the Planning Team had correctly assessed the application and the potential loss of neighbour amenity.

It was determined that there was minimal impact on neighbour amenity to justify conditions that required the side windows to be obscurely glazed.

However, the Council recognises that the submitted and approved plans, while not specifically annotated, showed the side windows drawn with the same effect as the obscurely glazed bathroom window.

While the plans showed the side windows to be drawn with the same effect as the bathroom window there was no obligation for these windows to be obscurely glazed.

Assistant Director Comments

The Planning Team had correctly assessed the application.

10. Complaint against Planning

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that enforcement action has not been taken against a bin store.

Council's response

It was determined that the Planning Enforcement Team had acted correctly in assessing the developments at the front of the complainant's property.

It has been determined that the development had been in place for four years and had since become immune to enforcement action.

Assistant Director Comments

The Planning Enforcement Team correctly assessed the development in line with Planning Legislation.

Housing Repairs

1. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not correctly notify them, as a leaseholder, of the works that where required to a block of flats and that access was required to their garden. Additionally, the complainant's complaint was not escalated correctly by the Housing Repairs Team.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not inform the complainant of the necessity to access their garden to complete works for a Council Tenant.

The Housing Repairs Contractor entered the garden, without permission or notification, to install a drain on the communal land to prevent a damp issue at a Council property. The Housing Repairs Team did not comply with Clause 3 (g) of the complainant's leasehold to provide them with three days' notice before the works were undertaken.

The Council also recognises that the complainant's stage 2 complaint request was not correctly progressed by the Housing Repairs Team. Due to an administrative error, the complaint was not correctly passed to the Complaint Team which resulted in a 6-month delay in the complaint being escalated.

An apology and £500 compensation was offered and accepted.

Assistant Director Comments

It is recognised that the Housing Repairs Team did not correctly comply with the clauses of the Leaseholders lease. Furthermore, the Housing Repairs Team did not escalate the complainant's complaint correctly.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to notify Leaseholders as per the Clauses set out in their leases.
- The Housing Repairs Team has been reminded of their responsibility to affectively communicate with Leaseholders where access and works are required.
- The Housing Repairs Team has been reminded of the importance of escalating complaints in a timely manner and to avoid delays in line with the Complaints Policy and Complaint Code.

2. Complaint against Housing Repairs

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team have not dealt with a damp and mould issue which had left them unable to reside at their property.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team had appropriately provided remedies to the issues identified relating to the damp and mould during previous complaint investigations.

Furthermore, there was no evidence that suggested that the complainant had been unable to live at their property. While works had been undertaken at the property, these works did not require the complainant to move out.

Assistant Director Comments

All works to remove the damp and mould had been completed. There has been no further reports of this returning and no evidence that suggested that they were unable to live at the property.

3. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with a damp and mould issue at their property, which included repairing the loft space.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not proactively monitor the requirement for the loft works to be rescheduled.

Furthermore, the Housing Repairs Team used incorrect information in the response of the stage 1 complaint by stating that delays occurred in the damp inspection due to access issues.

The Council records highlight that the works to remove the damp and mould from the bathroom have been undertaken in a timely manner.

The Council had appropriately removed the mould from the complainant's bathroom when reported. When it was indicated that this had returned, a full damp inspection was performed by the Council's specialist damp and mould contract. It had been reported that condensation is causing the mould to grow in your bathroom.

The Housing Repairs appropriately inspected the roof and undertook the necessary repairs. However, they were unable to check the loft space as recommended by the specialist damp and mould contractor as the complainant had to leave the property.

A additional inspection was not booked by the Housing Repairs Team which caused delays. The remaining works were booked and undertaken by the Housing Repairs Team.

An apology and £250 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly monitoring the necessity to rebook the loft works.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to proactively book repairs that cannot be completed on the same day and to monitor these actions until their completion.
- The Housing Repairs Team has been reminded of their responsibility to ensure that they are using accurate information when compiling complaint responses.

4. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with an issue of water hammer in timely manner.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not proactively book an inspection to review the water hammer when this was registered as part of the stage 1 complaint.

Furthermore, the Council's record keeping has been substandard as there is an instance in which the records do not indicate that an inspection took place.

An apology and £750 compensation was offered and accepted. All further works to the water hammer were booked and undertaken.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly monitoring the necessity to review the water hammer.

Complaint Team Recommendations/actions

The Housing Repairs Team has been reminded of their responsibility to resolve repairs in the first visit. Where this cannot be undertaken, the Housing Repairs Team have been reminded of their responsibility to proactively book and track the repairs until their completion.

5. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with an issue of damp and mould at their property by removing their loft vents. Additionally, a damp survey was undertaken at the property but the results were not shared with the complainant.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team had not recorded the reason for the complainant's loft vents being removed in the first instance.

As these vents had been removed, this may have been affecting the damp and mould at the property. These vents were correctly reinstalled. Furthermore, the Council recognises that by not providing the complainant with the outcomes of the damp surveys the complainant was unable to make an informed decision regarding the condensation at the property and how to treat this.

An apology and £2,000 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not sharing the results of the damp surveys and not recording the reasoning for initially removing the vents at the property.

Complaint Team Recommendations/actions

The Housing Repairs Team has been reminded of their responsibility to provide individuals with the outcome of damp surveys to ensure that they are fully informed of issues identified. This would allow individuals to make informed decisions on how damp and mould can be maintained.

6. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with a faulty hot water system in timely manner.

Council's response

It was determined that an appropriate level of service was not provided as there had been protracted delays in Housing Repairs Team repairing the issue with the heating and hot water.

While works had been undertaken to the heating and hot water, these works had failed, and the operatives did not fully repair the issue for a 3-month period. Furthermore, the Housing Repairs Team did not proactively book or monitor the works required to the heating and hot water which further exacerbated the delays in the full repair being undertaken.

The Council recognises that by not repairing the issues in the first instance, this caused significant delays in the heating and hot water working correctly.

An apology and £1,500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not repairing the hot water system in the first instance.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to:
- Resolve repairs in the first visit. Where this cannot be undertaken, the Housing Repairs Team have been reminded of their responsibility to proactively book and track the repairs until their completion.
- Ensure that works are booked in a timely manner to ensure that these are completed promptly.

7. Complaint against Housing Repairs

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not repair the window locks at their property in a timely manner.

Council's response

This complaint could not be investigated as the complainant had an active disrepair claim open regarding the same issue. The Council's Complaints Policy states:

"A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:

- The issue giving rise to the complaint occurred over twelve months ago.
- Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
- Matters that have previously been considered under the complaints policy."

8. Complaint against Housing Repairs

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with a returning leak in timely manner.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team had attended the complainant's property and neighbour's property in a timely manner to repair the leaks.

There was no evidence to suggest that the Housing Repairs Team had acted inappropriately when responding to the leaks. The leaks had been repaired on the same day or the following day of reporting and remedial works had been undertaken in a timely manner.

While the Council had taken action to work with the tenant regarding the leaks and the issues had been referred to the relevant safeguarding teams, the Council were unable to provide the exact works or outcomes of these actions due to data protection with the complainant.

Assistant Director Comments

The Housing Repairs Team act promptly when the repairs were reported. Additional support was being provided to the tenant and their property where the leaks occurred.

9. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team did not deal with an issue of damp and mould at their property correctly. Furthermore, the decant property offered to them while the damp works were undertaken was not appropriate.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not offer the complainant an appropriate decant property.

Furthermore, the Housing Repairs Team only offered one option for the decant property despite it not being suitable for the complainant's needs and no further action was taken. This caused the complainant to obtain an alternative arrangement.
The Council recognised that the issue of damp and mould has been persisting at the property for a number of years and it had taken an extended time to resolve this.

While works had been undertaken, follow up actions were required to fully resolve the issues.

An apology and £2,500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not offering an appropriate decant property in the first instance. Furthermore, the damp and mould issue should not have been delayed in its repair.

Complaint Team Recommendations/actions

The Housing Repairs Team has been reminded of their responsibility to offer appropriate temporary accommodation in the first instance. Where this cannot be met, the Housing Repairs Team have been reminded to proactively look for alternative arrangements.

10. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs Team escalated their gas safety checks to the Legal Department following several access issues.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Teams did not correctly explain the legal letter that was issued to the complainant due to requiring access to their property to ensure it was compliant with gas safety.

While the Council were obligated to issue the letter to ensure that the property was compliant with gas safety, the process and the legal letter could have been explained more clearly by the Housing Repairs Team.

An apology was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by correctly explaining the legal process and the distress this may have caused.

11. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not correctly schedule a damp survey with a specialist contractor in a timely manner.

While the Housing Repairs Team had inspected the property and the damp, by not booking a survey with the specialist damp contractor this further extended the period in which the complainant had reside in the property with a damp issue.

Furthermore, the Housing Repairs Team incorrectly booked a treatment for the damp that would not tackle the root cause of this problem.

The correct survey was booked and the works were undertaken to remove the damp and mould from the property.

An apology and £2,000 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not correctly booking the works to remove the damp and mould at the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to effectively communicate with individuals.
- The Housing Repairs Team has been reminded of their responsibility to correctly identify and book works, especially where specialist contractor involvement is required, in a timely manner.
- The Housing Repairs Team has been reminded of the necessity to identify any damp issue before the commencement of an individual's tenancy.

12. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that they were not notified of works to the communal lighting that caused them disruption.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not notify the complainant of the works to replace the communal lighting at the Whiteley Close flats.

The responsibility of informing residents of the need to replace this lighting was passed to the contractor. However, the Housing Repairs Team did not monitor this communication and subsequently the complainant was not informed of the works taking place.

An apology and £250 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not communicating with resident correctly.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of their responsibility to notify Leaseholders as per the clauses set out in their leases.
- The Housing Repairs Team have been reminded of their responsibility to effectively communicate with Leaseholders where access and works are required.
- The Housing Repairs Team have been instructed to continue to review their communication methods in order to ensure that this service improves.

13. Complaint against Housing Repairs

Response – 20 working days
Withdrawn

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

This complaint was withdrawn during the course of the investigation.

14. Complaint against Housing Repairs

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that an issue of a crack at the their property had not been correctly investigated.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team had promptly investigated the issue of cracking at the complainant's home.

The Housing Repairs Team had attended the property and reviewed the cracks. These cracks were cross-referenced with the previous inspection and it was noted that they had not gotten any worse.

Assistant Director Comments

The correct actions were undertaken to review the cracks. The property remains structurally sound and no further action is required.

15. Complaint against Housing Repairs

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that their property was in a state of disrepair when let.

Council's response

It was determined that an appropriate level of service was provided the Housing Repairs Team has appropriately actioned the cleaning and repairs to the property.

The Housing Repairs Team had completed all major works and cleaning of the property before it was let to the complainant.

The Council's records show that the cleaning was completed to a satisfactory standard.

Furthermore, additional works were identified during the viewing of the property were completed in a timely manner following the signing of the tenancy. The Council's records indicate that the complainant agreed that these works would be completed once they had signed the tenancy and moved into the property. The works were subsequently completed in a timely manner following the signing of the tenancy.

Assistant Director Comments

All works were completed in a timely manner and to an acceptable standard.

16. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs did not repair a sewage leak in a timely manner.

Council's response

It was determined that while the Housing Repairs Team had acknowledged the complaint in the correct timeframe, the response exceeded the 10 working day timeframe.

It was noted that as part of the stage 1 complaint, the complainant was offered £250 compensation in recognition of the delays in the complaint response being issued.

There was no evidence to suggest that the Housing Repairs Team acted inappropriately when dealing with the drain blockage.

The Housing Repairs Team attended and cleared the blockage on the same day it was reported. It had been identified that the blockage was the responsibility of Severn Trent by two external contractors. However, the works were completed by the Housing Repairs Team despite this.

The Housing Repairs Team acted appropriately to clear the blockage, cleaned the complainant's property and offer them alternative accommodation while the works were undertaken.

The £250 compensation was re-offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by not responding to the complaint in a timely manner.

All works were correctly undertaken to remove the blockage and leak.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded of their responsibility to effectively communicate with individuals where complaints are delayed.
- The Housing Repairs Team has been reminded to their responsibility to effectively deal with complaints within the correct timeframes.

17. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that their property was let to them in a poor standard.

Council's response

It was determined that an appropriate level of service was not provided as the property was let in a sub-standard condition.

While works were completed before the property was let, the works were not completed to an acceptable standard.

This resulted in the property having several outstanding repairs and substandard decorating.

The works to repair the property and bring it up to standard have since been completed.

An apology and £500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises the inconvenience caused by letting the property in a poor standard. All subsequent works have since been completed to a satisfactory standard.

Complaint Team Recommendations/actions

- The Housing Repairs Team has been reminded to appropriately review properties before they let.
- The Housing Repairs Team has been reminded to book and complete all necessary works before the properties are let.

18. Complaint against Housing Repairs

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

It was determined that an appropriate level of service was provided as the Housing Repairs Team correctly removed the damp and mould when reported.

The Council recognises that delays occurred in the damp and mould being identified at the property in 2023. This issue had previously been concluded and compensation was awarded at this stage.

The current damp and mould issues the complainant was encountering was caused by condensation at the property. This had been identified by two separate specialist contractors.

As part of the complainant's disrepair claim, the contractor identified that the damp and mould was caused by condensation. This was identified as the Council as being not liable for this issue.

All works relating to the damp and mould had been undertaken promptly. However, access could not be gained to the property to complete a mould wash.

Following further reports of damp and mould, the Council arranged for a contractor to review the issues at the property.

It was identified that an internal wall required a damp proof course. However, this works is not linked to the condensation at the property due to the location of the wall and areas that are affected by the condensation.

The work to install a damp proof course has not been scheduled at the complainant's request as they requested the works to be completed after the holiday period.

Assistant Director Comments

The Housing Repairs Team take all reports of damp and mould seriously. All works were completed in a timely manner when reported and have been reviewed by specialist contractors.

19. Complaint against Housing Repairs/Capital Works

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of a crack at the their property had not been correctly investigated.

Council's response

It was determined that an appropriate level of service was not provided as the Council had failed to undertake a survey at the property to review any potential structural issues.

While this work was passed to the appropriate Department within the Council, due to an oversight, this survey had not taken place.

The survey was booked and subsequently undertaken.

An apology and £250 compensation was offered and accepted.

Assistant Director Comments

It is recognised that distress has been caused by the survey not being booked correctly. This was subsequently prioritised and regular communication is being issued to the complainant.

Complaint Team Recommendations/actions

The Capital Works Team have been reminded to book works in an appropriate timeframe. Where these cannot met, the Capital Works Team have been reminded to communicate with residents to ensure that delays are fully explained.

20. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of a sink leak causing damage to their flooring was not correctly handled.

Council's response

It was determined that an appropriate level of service was not provided as the repairs to kitchen plinths following the leak was not undertaken correctly.

As the plinths were not repaired correctly in the first instance this delayed the overall repair.

An apology was offered for this issue.

The Housing Repairs Team attended the leak in a timely manner and repairs were undertaken on the same day.

There was no information to suggest that the Council has acted inappropriately when repairing the leak. It was understood that this leak may have occurred for a period of time in which the flooring had been damaged.

As the Housing Repairs Team were unaware of the leak, repairs could not be undertaken to prevent further damage to the flooring until it was reported.

Furthermore, the flooring is none standard and would not be repaired by the Housing Repairs Team.

The complainant was advised to make an insurance claim either through their own insurer or the Council's.

Assistant Director Comments

It is recognised that the distress has been caused by not repairing the plinths correctly in the first instance. However, the leak was repaired on the same day when reported.

21. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that a vermin issue had not been correctly dealt with.

Council's response

It was determined that an appropriate level of service was not provided as the repairs to the roof to stop the ingress of vermin was not undertaken correctly.

The Housing Repairs Team had delayed the erection of scaffolding at the property to complete the works to prevent vermin entering the loft space.

The scaffolding erection was delayed by 12 months

Furthermore, by delaying this work, the Council recognises that the preventative measures originally undertaken were not effective.

An apology and £500 compensation was offered and accepted.

Assistant Director Comments

The Council recognises that this delay is unacceptable and caused significant distress.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded for the necessity to complete works in a timely manner.
- Were delays are expected, the Housing Repairs Team have been reminded to contact individuals and informed them of these delays.

22. Complaint against Housing Repairs/Capital Works

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Repairs/Capital Works Team delayed a survey at the property to determine the source of damp and mould.

Council's response

It was determined that the Council's communication with the complainant had been poor and there had been delays in surveys being booked and an incorrect survey was undertaken.

The Council recognised that an agreed date for communication had not been met.

Furthermore, the Council recognised that the initial survey booked by the Capital Works Team was not correct.

Furthermore, by not booking the correct survey in the first instance this had delayed the conclusion of any potential issues at the property.

An apology and £250 compensation was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by delaying the survey to the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team and Capital Works Team have been reminded of the necessity to communicate effectively with individuals.
- Where delays are expected, the Housing Repairs Team and Capital Works Team have been instructed to contact individuals to notify of them of any delays and remain in regular contact until a conclusion is reached.

23. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Out of Hours service was unavailable during an emergency loss of power.

Council's response

It was determined that an appropriate level of service was not provided as the Out of Hours Services was unavailable when the complainant experienced the loss of power at their home.

The Council recognised that this caused distress and inconvenience, especially due to complainant's vulnerabilities.

This matter had been raised with the Out of Hours service provider to review call handling arrangements during this period and to seek assurance that appropriate staffing and escalation arrangements are in place.

However, the loss of power was resolved by the Housing Repairs Team on the same day.

The Housing Repairs Operative that attended the property restored the power and confirmed that the electrics were safe to use.

Assistant Director Comments

The Council recognises the inconvenience caused by the Out of Hours Service being unavailable. Reviews are currently being undertaken in to this service.

24. Complaint against Housing Repairs/Capital Works

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team/Capital Works Team delayed the inspections and works to the property to remove the damp and mould.

While the Housing Repairs Team undertook several inspections and mould washes, the Council's records indicate that several of the works to remove the damp and mould were not undertaken.

Furthermore, by not correctly undertaking the appropriate works, opportunities were missed to determine the root cause of the damp and mould.

Additionally, the Council failed to undertake the appropriate works to repair a leak at the property, which may have contributed to the damp and mould.

The Council had since identified that there are structural issues at the property and major works are required. These are currently being undertaken and monitored by the Council's Capital Works Team.

The Council recognised that further efforts should have been undertaken to determine the root cause of the issues at the property sooner. As this had not been undertaken, there had been a protracted delay in the repair of the property.

An apology and £4,500 compensation was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by delaying the survey to the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of the necessity to communicate effectively with individuals.
- Where delays are expected, the Housing Repairs Team been instructed to contact individuals to notify of them of any delays and remain in regular contact until a conclusion is reached.
- The Housing Repairs Team has been reminded of their responsibility to appropriately book damp and mould surveys.
- Where these surveys have been booked, the Housing Repairs Team have been instructed to review these thoroughly to determine if they are fit for purpose.

25. Complaint against Housing Repairs/Capital Works

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team delayed the inspections and works to the property to remove the damp and mould.

While the Housing Repairs Team undertook several inspections and mould washes, opportunities were missed to undertake a full survey at the property to determine the root cause of the damp and mould.

Furthermore, the Housing Repairs Team did not correctly book a full inspection of the property, at the complainant's request on 20 November 2025, due to an administrative error. This further delayed the works being undertaken to the property to remove the damp and mould.

Additionally, the initial inspection undertaken by the Council's contractor, Baggaley and Jenkins, was deemed that it was not sufficient enough to determine the root cause of the damp and mould at the property.

A follow up survey was undertaken and further works were identified.

An apology and £3,000 compensation was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by delaying the survey to the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of the necessity to communicate effectively with individuals.
- Where delays are expected, the Housing Repairs Team been instructed to contact individuals to notify of them of any delays and remain in regular contact until a conclusion is reached.
- The Housing Repairs Team has been reminded of their responsibility to appropriately book damp and mould surveys.
- Where these surveys have been booked, the Housing Repairs Team have been instructed to review these thoroughly to determine if they are fit for purpose.

26. Complaint against Housing Repairs

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of rodents entering the property was not dealt with effectively.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team did not correctly follow up the blocking of the entry points at the property in the first instance that resulted in a delay in the pest issue being resolved.

While the Housing Repairs Team correctly undertook the initial works through a contractor to remove the pest issue at the property in January 2026, the follow up works to block the entry points was not scheduled.

The Housing Repairs Team were initially unable to undertake the works to block the entry points until the results of the asbestos survey were received and the pest control treatment was completed. However, this survey was undertaken as a urgent priority and was received a week after the reporting of the pests at the property.

Despite this, the Housing Repairs Team had failed to book the blocking of the entry points at the property until complainant had reported that the initial pest control treatment had failed and further treatments were required in March 2026.

An apology and £500 compensation was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by delaying the follow up works and not proactively monitoring this.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of the necessity to proactively monitor and book follow up repairs in a timely manner.

- A review of the procedure of pest control has been undertaken. It has been emphasised that the follow up works are undertaken in a timely manner once the pest control treatments have been completed.

27. Complaint against Housing Repairs

Under investigation.

Complaint

The complainant contacted the Council and complained that their property was left a mess following damp and mould works.

Council's response

This has been put on hold while the complainant gathers further information.

28. Complaint against Housing Repairs

Under investigation.

Complaint

The complainant contacted the Council and complained that an issue of rodents entering the property was not dealt with effectively.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team had delayed the removal of pests at the property.

While initial works were undertaken to cut back trees from the property to stop pests entering the loft space, there was a delay in the Housing Repairs Team booking a pest control service to review the issue.

Furthermore, there was no information to suggest that any further entry points at the property were identified and filled to stop this.

The Council recognises that there was a delay in the stage 1 complaint being registered.

Despite the complaint being raised by a neighbour in January 2026, this was not sent to the Complaint Team until March 2026.

£850 compensation and an apology was offered and accepted.

Assistant Director Comments

It is recognised that the Housing Repairs Team provided a poor service by delaying the works to the remove the rodents. A review of the pest control service is currently being undertaken to determine it effectiveness.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of the necessity to proactively monitor and book follow up repairs in a timely manner.
- A review of the procedure of pest control has been undertaken. It has been emphasised that the follow up works are undertaken in a timely manner once the pest control treatments have been completed.
- The Housing Department has been reminded of their responsibility to comply with the Council's Complaint Policy and the Housing Ombudsman Complaint Handling Code.

29. Complaint against Housing Repairs/Capital Works

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that an issue of damp and mould had not been rectified at their property.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Repairs Team/Capital Works Team had significantly delayed the repairs to the property.

While some works were completed over the course of 2019-2025, it was evident that the underlying cause of water ingress and damp was not effectively diagnosed or resolved in a timely manner.

The repeated inability to access the 3rd storey loft space significantly hindered proper investigation, and this should have been addressed much earlier. In addition, communication with the complainant fell below the standard expected, and they were left to repeatedly chase updates.

An apology and £3,500 compensation was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by delaying the survey to the property.

Complaint Team Recommendations/actions

- The Housing Repairs Team have been reminded of the necessity to proactively monitor and book follow up repairs in a timely manner.
- The Housing Repairs Team have been reminded of the necessity to effectively communicate with residents.

- The Housing Repairs Team have been reminded of their responsibilities regarding complaint handling.
- The Housing Repairs Team have been reminded of their responsibilities to book the appropriate repairs in the first instance.

Housing Income

1. Complaint against Housing Income

Response – 20 working days
Withdrawn

Complaint

The complainant contacted the Council and complained that the Housing Income Team were inappropriately contacting them about their rent account.

Council's response

This complaint was withdrawn during the course of the investigation.

2. Complaint against Housing Income

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that they had not received a response to their enquiry over a bedroom size. Furthermore, they believed the bedroom was too small to qualify for the spare room subsidy they were paying.

Council's response

It was determined that an appropriate level of service was not provided as the outcome of the review of the spare bedroom was not provided in an appropriate amount of time.

The full response was subsequently provided as part of the stage 1 complaint response.

The spare bedroom meets the minimum required standard as set by the Houses in Multiple Occupation guidance.

While the complainant lives in a Council property, these standards are applied to the Council's housing stock.

As the spare bedroom exceeds the standard bedroom size as set out by the Houses in Multiple Occupation guidance it is considered that this room is acceptable and is not exempt from spare room subsidy.

An apology was offered for the delayed communication.

Assistant Director Comments

The Council recognises the inconvenience of not providing the response to the enquiry in a timely manner.

3. Complaint against Housing Income

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had requested that they remove their belongings from the communal areas.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had appropriately requested that the complainant remove their items from the communal areas following a fire safety assessment.

Council undertook this action to ensure that residents are safe in their homes by reducing fire risks.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

4. Complaint against Housing Income

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council contacted them excessively regarding rent arrears.

Council's response

It was determined that an appropriate level of service was provided as the Income Collection Team appropriately contacted the complainant regarding their rent arrears.

The Income Collection Team are obligated to contact individuals with rent arrears. There was no information to suggest that this contact has been inappropriate or harassing in nature.

Assistant Director Comments

The Council had acted appropriately when contacting the complainant regarding their rent arrears.

5. Complaint against Housing Income

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Independent Living Team are required to test their pull cords.

Council's response

It was determined that an appropriate level of service was not provided as the complainant was allowed to enter into an agreement that allowed you to test your own pull cord.

This should not have been offered in the first place and is not standard procedure for the testing of pull cords.

The Independent Living Team subsequently provided the correct information regarding the pull cord testing.

The Council are obligated to test this equipment to ensure that it is working correctly and free of any damage or faults.

The Council will continue to test the pull cord equipment.

This is undertaken to ensure that residents are safe within their homes.

Assistant Director Comments

The Council recognises that this has caused confusion and inconvenience.

6. Complaint against Housing Income

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had issued a tenancy warning to them due to unauthorised alterations to their property.

Council's response

It was determined that an appropriate level of service was provided as the Independent Living Team had correctly applied the terms of the tenancy agreement.

As alterations had been made to the property without permission, the Independent Living Team had appropriately issued the tenancy warnings.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

7. Complaint against Housing Income

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council would not provide a refund for their rent in advance despite only residing at the property for a week.

Council's response

It was determined that an appropriate level of service was provided as the Housing Income Team had correctly advised that a refund of the rent paid in advance cannot be undertaken.

As part of the Council's Tenancy Agreement, new tenants are required to pay rent in advance. As the complainant had signed the Tenancy Agreement, they are obligated to pay the first month's rent despite not residing at the property for the full month.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

Housing Operations

1. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly investigate their complaints of Anti-Social Behaviour and opened cases against them.

Council's response

It was determined that an appropriate level of service was provided as the Housing Operations Team are obligated to investigate issues of Anti-Social Behaviour when they are raised.

On the occasion that complaints had been raised against the complainant, the Council were required to investigate these issues. There was no evidence to suggest the Housing Operations Team have acted inappropriately when opening Anti-Social Behaviour cases against the complainant.

The issues the complainant had raised had been appropriately investigated. However, due to the lack of evidence, these issues could not be progressed.

Assistant Director Comments

The Council had acted appropriately and inline with Policies to investigate the Anti-Social Behaviour reports.

2. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly consult them on their Independent Living accommodation transferring to General Needs. Furthermore, the Housing Operations Team had not correctly recorded their medical issues.

Council's response

It was determined that an appropriate level of service was provided as the Council had appropriately consulted on the redesignation of their property from Independent Living to General Needs in 2022.

During the consultation process, the Housing Department offered the complainant alterative accommodation in an Independent Living Scheme. However, the complainant chose to stay at their current property.

The Council had requested applicants to submit new applications on the Homechoice system in order for the most up to date information to be registered and used when determining the new applications.

In this instance, the complainant's application was not updated until April 2025, the Council was unable to use their most up to date information to determine their housing band.

Furthermore, the information that had been submitted did not support that their banding requires increasing.

Assistant Director Comments

The Council had acted appropriately when consulting with the individual.

3. Complaint against Housing Operations

Response – 20 working days
Withdrawn

Complaint

The complainant contacted the Council and complained that the Housing Operations Team had not investigated an issue of cats causing a mess in a communal area.

Council's response

This complaint was withdrawn during the course of the investigation.

4. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team incorrectly removed items from a communal area before the expiry of a formal Notice.

Council's response

It was determined that an appropriate level of service was not provided as the Tenancy Services Team removed items from a communal area before the prescribed deadline had expired.

While the Tenancy Services Team had provided the correct notices, it was not appropriate for the Tenancy Services Team to remove the items before the expiry of the Notice.

An apology was offered.

Assistant Director Comments

The Council recognises the inconvenience and distress caused by removing the items from the communal area before the expiry of the Notice.

Complaint Team Recommendations/actions

- The Tenancy Services Team have changed the process of hand delivering Notices to all residents to ensure that individuals are given the full amount of time of the Notice.
- The Tenancy Services Team have changed the process of removing items stored in the communal areas. Items will now be removed and stored, without being disposed of, until the full amount of time given in the Notice has expired. The Tenancy Services Team will notify residents of where these items have been stored and how to collect them, should they wish to.

5. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team delayed a decision as to whether they were able to retain their XL Bully dog at their property.

Council's response

It was determined that an appropriate level of service was not provided as there had been delays in the Council providing the complainant with clarity in the decision made as to whether they were able to keep their XL Bully dog at the property.

The delays to the decision as to whether they were able to keep the dog at the property occurred due to the change in law which did not match the Council's Pet Policy at the time.

The Tenancy Services Team used their discretion to allow the complainant to move into a property and retain the dog.

Furthermore, there was a delay in the Tenancy Options Team registering the complaint.

An apology was offered.

Assistant Director Comments

The Council recognises the inconvenience and distress caused by delay the decision as to whether the complainant's dog could be kept.

Complaint Team Recommendations/actions

- The Tenancy Services Team has been reminded of the importance of escalating complaints in a timely manner and to avoid delays in line with the Complaints Policy and Complaint Code.
- The Tenancy Services Team has been reminded of their responsibility to provide advise regarding tenancy issues in a timely manner.

6. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly assess their homelessness application.

Council's response

It was determined that an appropriate level of service was provided as the Housing Options Team considered the application in line with the evidence that had been provided.

The evidence provided through Citizens Advice demonstrated that the complainant did not have a local connection with the Council and therefore were not in priority need of housing.

Furthermore, the evidence provided highlighted that the complainant had a local connection with Milton Keynes Council as they had previously resided there for 6 of the last 12 months.

The information provided through Citizens Advice demonstrated that the complainant had a local connection with Milton Keynes Council and they were subsequently referred to them.

Assistant Director Comments

The Council had correctly assessed the complainant's homelessness application in line with Legislation and internal Policies.

7. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team did not correctly assess their housing application.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Allocations Team had not provided the complainant with the appropriate communication surrounding their housing application.

Furthermore, the Housing Allocations Team closed the complainant's application inappropriately due to a misunderstanding surrounding their employment and how it would affect their local connection.

The Housing Allocations Team did not proactively contact the complainant to resolve the confusion surrounding their local connection.

The Council recognised that the application had been delayed due to the Housing Allocations Team not reviewing the application with the updated information for the complainant's local connection.

An apology and £500 compensation was offered and accepted. The housing application was reopened.

Assistant Director Comments

The Council recognises the inconvenience and distress caused by not proactively checking the information provided by the complainant.

Complaint Team Recommendations/actions

- The Housing Allocations Team have been reminded to communicate effectively with individuals.
- The Housing Allocations Team have been reminded to proactively investigate and contact individuals on the Homechoice system where the evidence remains unclear.
- The Housing Allocations Team have been reminded of their responsibility to review applications on the Homechoise system to avoid unnecessary delays.

8. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team were harassing them by asking them to remove rubbish from their garden, asking them to remove a doorbell camera and wanting to discuss the language used against Council employees.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had contacted the complainant for issues relating to their tenancy.

The Tenancy Services Team are obligated to investigate issues when concerns are raised.

As the issue of the doorbell camera, language used to the Housing Repairs Team and the items/rubbish in the complainant's garden were reported, these required investigation by the Tenancy Services Team.

There was no evidence to suggest that the Tenancy Services Team had treated the complainant unfairly or had acted inappropriately when investigating these issues.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the Anti-Social Behaviour reports.

9. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Housing Operations Team had requested that they stop parking their car on a communal pathway leading to a block of flats. Additionally, the stage 1 complaint response accused them of laying slabs near the pathway to extend it to a driveway.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Department had included factually incorrect information in the stage 1 complaint response.

The Housing Department, as part of the stage 1 complaint response, stated that the complainant had install additional slabs to create a driveway out of the existing pathway. However, these slabs were in place before the start of the complainant's tenancy.

As the slabs were in place before the complainant's tenancy, the Council recognises that this information has given them the impression of being falsely accused of undertaking this action.

There was no evidence to suggest that the Tenancy Services Team have acted inappropriately when requesting that the complainant does not park on the pathway.

The pathway is the communal entrance to the block flats. It has been reported to the Tenancy Services Team that this is causing an obstruction to other residents. As this has been formally reported, the Tenancy Services Team were obligated to investigate this issue.

The Tenancy Services Team had concluded that by parking on the footpath, this is causing an obstruction to the other residents and a request was made that the complainant does not continue to do this.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to request that the complainant does not park on the communal pathway. However, it is recognised that distress was caused by accusing the complainant of creating the driveway in the first instance.

Complaint Team Recommendations/actions

The Housing Department has been reminded to only include factual information in the responses to complaints.

10. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with an issue of Anti-Social Behaviour.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team are unable to act upon instances of Anti-Social Behaviour (ASB) without the necessary evidence.

In this instance, as the complainant had not provided any evidence to substantiate the alleged ASB they were experiencing, the Tenancy Services Team were unable to undertake any action.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the Anti-Social Behaviour reports.

11. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had inappropriately registered their housing needs as requiring one bedroom.

Council's response

It was determined that an appropriate level of service was provided as the Housing Allocations Team have determined the application in line with the information the complainant had submitted.

The information the complainant had submitted did not support that a two-bed property was required.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

12. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with an issue of Anti-Social Behaviour and the removal of a fence.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had acted appropriately in removing the fence and returning it to its original position.

The Council recognises that this was undertaken due to the complainant's safety concerns. However, as this was undertaken without permission and was causing access issues for other residents, this could not be allowed to remain in the new position.

The Council's records indicate that the reports of Anti-Social Behaviour had been investigated promptly.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the Anti-Social Behaviour reports.

13. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had inappropriately entered their temporary accommodation property to check on their wellbeing.

Council's response

It was determined that an appropriate level of service was provided as the Temporary Accommodation Team acted upon reports of the complainant's property being unsecure and the fire alarm sounding in a prompt manner.

The Temporary Accommodation Team undertook this action due to genuine concerns for the complainant's safety and acted appropriately to ensure they and their child were safe.

Assistant Director Comments

The Council had acted appropriately on safeguarding concerns to ensure that the resident and their family was safe.

14. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Council had recorded inappropriate comments about them.

Council's response

It was determined that an appropriate level of service was not provided as the Housing Options Team inappropriately included an opinion based record on to the complainant's housing file which stated that they were a racist.

These entries onto housing application should not have taken place as there is no evidence to suggest that this record required entry.

The record has now been deleted from the housing application.

However, due to the language used in the complainant's complaints of Anti-Social Behaviour (ASB) there was sufficient concern from the Housing Department to make a note of their submissions.

An apology was offered to the complainant.

Assistant Director Comments

It is recognised that the opinion based evidence should not be placed on to individual's housing files if these cannot be substantiated.

15. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the banding decision from their Housing Application has been made incorrectly.

Council's response

It was determined that an appropriate level of service was provided as the Housing Options Team have appropriately assessed the complainant's homelessness application in line with the Allocations Policy.

The Housing Options Team had determined that the complainant was not in priority need for housing and had subsequently discharged its homelessness duty.

The was no information that was excluded from the complainant's housing banding review. All information on the housing file had been assessed. The information that had been provided, particularly in regards to the complainant's children, had been reviewed. However, it has been determined that the complainant was not their primary carer and this would not contribute to their banding or property size.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

16. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that their tenancy as ended despite no termination form, valid notice or key return.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had correctly terminated the tenancy.

The Tenancy Service attempted to make contact with the complainant on multiple occasions to determine if they were still residing at the property. As no contact had been made by the complainant, over several months, it was determined that they were no longer living at the property.

The Tenancy Services Team served the correct Notices against the complainant to notify them of the intention to terminate the tenancy and dispose for the remaining items at the property should they not confirm their residence.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

17. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Housing Allocations Team has refused to award them a band 1 priority on the Housing Register twice.

Council's response

It was determined that an appropriate level of service was provided as the Housing Allocations Team had determined the application in line with the information the complainant had submitted.

The information that the complainant had submitted does not support that a two-bed property is required.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

18. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with an issue of Anti-Social Behaviour.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team are unable to act upon instances of Anti-Social Behaviour (ASB) without the necessary evidence.

In this instance, as the complainant had not provided any evidence to substantiate the alleged ASB they were experiencing, the Tenancy Services Team were unable to undertake any action.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the Anti-Social Behaviour reports.

19. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had requested that they remove their belongings from the communal areas.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had appropriately requested that the complainant remove their items from the communal areas following a fire safety assessment.

The Council undertook this action to ensure that residents are safe in their homes by reducing fire risks.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

20. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had requested that they remove their belongings from the communal areas.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had appropriately requested that the complainant remove their items from the communal areas following a fire safety assessment.

The Council undertook this action to ensure that residents are safe in their homes by reducing fire risks.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

21. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with their homelessness application correctly.

Council's response

It was determined that an appropriate level of service was provided as the Housing Options Team had correctly assessed the homelessness applications in line with the Council's Allocations Policy.

There was no information to suggest that the homelessness applications had been incorrectly dealt with. The Council's records indicate that the correct advice and processes had been followed.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

22. Complaint against Housing Operations/Capital Works

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had requested that they remove their belongings from the communal areas.

Council's response

It was determined that an appropriate level of service was provided as the Capital Works Team and Tenancy Servies Team had correctly undertaken the actions relating to the fire risk assessments.

In order for the Council to ensure that residents are safe within their homes, the decision had been made to remove all items from communal areas and areas which could be used to escape a potential fire.

This decision was factored by the recommendation provided by the fire risk assessment undertaken by the contractor, Savilles.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

23. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not dealt with their homelessness application correctly.

Council's response

It was determined that an appropriate level of service was provided as the Housing Options Team had appropriately assessed the complainant's homelessness case.

During the complainant's initial homelessness case in 2024, the Council correctly discharged it's duty when the offer of Derventio Housing Trust accommodation was presented and accepted.

While Derventio Housing Trust was supported housing, and not permanent accommodation, the complainant was appropriately housed for the Council to discharge its homelessness duty as they had accommodation.

Following the complainant's eviction from Derventio Housing Trust, the Housing Options Team had attempted to contact the complainant to assess their current homelessness situation. This contact had been unsuccessful and the Housing Options Team could not progress the current application due to the lack of communication.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

24. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not correctly banded them on the housing register.

Council's response

It was determined that an appropriate level of service was provided as the Housing Options Team had correctly banded the complainant at band 2 with the appropriate number of bedrooms.

While information had been supplied that demonstrates the band 2 allocation, this information did not provide sufficient information for a two bedroom property.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

25. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Council had charged them for the removal of items from a communal garden.

Council's response

It was determined that an appropriate level of service was not provided as the Tenancy Services Team did not correctly assess the items left at the property which were mistaken as being the complainants.

While Tenancy Services Team correctly identified that the items required removing, further investigations were not correctly undertaken to assess as to whether these items belong to the complainant.

An apology and £100 compensation was offered.

Assistant Director Comments

The Council recognises that the correct action was not undertaken to identify the owner of the items that required removal.

26. Complaint against Housing Operations

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not increased their banding despite paying and supplying a doctors letter.

Council's response

It was determined that an appropriate level of service was provided as the Housing Allocations Team had correctly assessed the medical information they had provided.

The information provided was not sufficient enough to provide the complainant with a change of banding.

However, the Council recognises that obtaining this letter has cost the complainant £45 and had caused frustration as this has not affected their banding.

Assistant Director Comments

The Council had acted appropriately and in line with the Allocations Policy.

27. Complaint against Housing Operations

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Council did not provide the correct advice regarding a Discretionary Housing Payment (DHP).

Council's response

It was determined that an appropriate level of service was not provided as the Housing Allocations Team did not provide the correct advice regarding the DHP application.

The Council's records indicate that while an application was submitted, this was undertaken on the same day as the beginning of the complainant's tenancy as advised by the Lettings Officer.

As a DHP application requires completing and processing before the commencement of a tenancy, as this was undertaken on the same day as the start of the tenancy the application was not valid and was rejected.

Furthermore, the Council did not provide the complainant with sufficient time to complete the application for it processed and determined due to the short amount time from the viewing of the property and the tenancy sign up.

An apology and £150 compensation was offered.

Assistant Director Comments

It is recognised that the Council had not provided the complainant with the correct advice. This advice as given by a temporary member of staff who has since left the Council. There is no wider concern that the incorrect advice is being provided in relation to DHP.

Housing Strategy

1. Complaint against Housing Strategy

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been issued a warning for installing a fence at their Leasehold Property despite having planning permission.

Council's response

It was determined that an appropriate level of service was provided as the Housing Strategy Team had appropriately enforced the conditions of the Lease.

The alterations the complainant had made to the property were not permitted as per the terms of the Lease.

Assistant Director Comments

The correct actions were undertaken to enforce the terms of the Lease. While planning permission may have been granted, the Council remain the owner of the land and permission has not been granted to alter the property.

2. Complaint against Housing Strategy

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that their service charge estimate bill was higher than it should be.

Council's response

It was determined that an appropriate level of service was provided as the Leaseholder Team had appropriately issued a service charge estimate.

This estimate is intended to give Leaseholders an overview of the intended charges and this is subject to change.

Assistant Director Comments

The correct actions were undertaken to produce the service charge estimate. This is only an estimate and a final bill is issued detailing all charges.

3. Complaint against Housing Strategy

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been asked to remove a gate that they had installed.

Council's response

It was determined that an appropriate level of service was provided as the Leaseholder Team had appropriately requested that the complainant remove the gate that had been identified as a potential fire risk.

The Council are obligated to comply with the outcomes of the fire risk assessment.

In this case, as the gate has been identified as a risk, the Council is obligated to request that it be removed.

Assistant Director Comments

The Council had acted appropriately and in line with the tenancy agreement.

4. Complaint against Housing Strategy

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that they the Leaseholder Team had not dealt with their complaints of Anti-Social Behaviour correctly.

Council's response

It was determined that an appropriate level of service was provided as the Tenancy Services Team had appropriately investigated the complaints of Anti-Social Behaviour (ASB).

The Tenancy Services Team reviewed the information that had provided in a timely manner and it was determined that there was not enough evidence to pursue any further action.

Assistant Director Comments

The Council had acted appropriately and in line with the Anti-Social Behaviour Policy.

5. Complaint against Housing Strategy

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Homeownership Team had not dealt with an issue of Anti-Social Behaviour.

Council's response

It was determined that an appropriate level of service was provided as the Homeownership and Tenancy Services Team had correctly investigated the complaints of Anti-Social Behaviour and the complaints made against the complainant.

Assistant Director Comments

The correct actions were undertaken to investigate the complaint of Anti-Social Behaviour.

Environmental Health

1. Complaint against Environmental Health

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Private Sector Housing Team inappropriately served them with an Improvement Notice due to the condition of the property they rented as a landlord.

Council's response

It was determined that an appropriate level of service was provided as the Private Sector Housing Team have appropriately contacted the complainant following concerns raised by their tenants.

The correspondence between the Private Sector Housing Team and the complainant had been polite and factual and there was no evidence to suggest that any of the correspondence had been inappropriate.

The Private Sector Housing Team used the relevant information, including site visits, information provided by the complainant's tenant and the complainant to form their conclusion.

The Private Sector Housing Team deemed it to be necessary to issue the complainant with an Improvement Notice due to the condition of your property.

The Private Sector Housing Team had issued the complainant with the necessary guidance in order to improve the condition of their property and how to comply with the Improvement Notice.

Assistant Director Comments

The Council had acted appropriately and in line with Policies to investigate the condition of the property.

2. Complaint against Environmental Health

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Environmental Health Team had not investigated their complaints of Anti-Social Behaviour correctly.

Council's response

It was determined that an appropriate level of service was not provided as the Environmental Health Team had not appropriately managed the complainant's expectations in relation to actions that could be undertaken as part of their Anti-Social Behaviour (ASB) case.

Furthermore, there was a delay in the Environmental Health Team issuing a Community Protection Warning (CPW) and Community Protection Notice (CPN) which led to additional delays in the preventative action being undertaken.

Additionally, the Environmental Health and Communities Teams inappropriately passed the responsibility of the case between themselves instead of collaborating more effectively in jointly resolving the issues. This resulted in complainant having to contact multiple different departments which further led to their distress and confusion.

As two teams of the Council, it was a reasonable expectation that one team (albeit a Team that required collaboration from other Council departments) would need to be contacted in order to progress any issues with the ASB case.

An apology and £3,000 compensation was offered and accepted.

Assistant Director Comments

The Council recognises that the appropriate action was not undertaken correctly which led to delays and distress of the complainant.

Complaint Team Recommendations/actions

- The Environmental Health and Communities Teams have been reminded of their responsibility to appropriately communicate with individuals.
- The Environmental Health and Communities Teams have been reminded to appropriately manage an individual's expectations.
- The Environmental Health and Communities Teams have been reminded to appropriately collaborate to ensure that individuals are supported throughout the ASB process.
- The Environmental Health and Communities Teams have been reminded to issue Notices in a timely manner where clear breaches have been identified and informal approaches to resolve matters have failed.
- The Environmental Health and Communities Teams have been reminded of their responsibilities to identify vulnerability as a potential factor in ASB cases. Where vulnerabilities have been identified the Environmental Health and Communities Teams should look to take these into account in expediting any actions in accordance with the Council's policies.

3. Complaint against Environmental Health

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Licensing Team in appropriately granted a license to a massage business.

Council's response

It was determined that an appropriate level of service was provided as the Licensing Team had appropriately considered the application for the massage and special treatment business.

No objections were raised by Nottinghamshire Police and as part of this process the Environmental Health Team considered the application and had no objections.

Due to this, there was no justification for the license to be refused.

Assistant Director Comments

The correct actions were undertaken to review the license. There was no evidence to suggest that the license should be refused.

4. Complaint against Environmental Health

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Environmental Health Team have not dealt with an issue of rubbish accumulation in a neighbouring garden.

Council's response

It was determined that an appropriate level of service was provided as the Environmental Health Team have appropriately investigated the issues raised regarding the neighbour's garden.

The Environmental Health Team had undertaken the appropriate visits in a timely manner and had issued the correct warnings and notices following the investigation of the garden.

5. Complaint against Environmental Health

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Environmental Health Team have not reconnected their gas supply to their property.

Council's response

It was determined that an appropriate level of service was provided as the appropriate advice had been provided regarding the gas being disconnected from complainant's property.

The Council does not have the power to reconnect the gas or dictate the method in which Cadent would reconnect the gas. This remains an issue between the complainant and Cadent to resolve as a private home owner.

There was no information to suggest that the Environmental Health Team have misinterpreted their enforcement powers. The Environmental Health Team cannot undertake enforcement on Cadent.

Under the Housing Act 2004, if the Council identifies hazards with a dwelling and deem enforcement action is required the action must be taken against the person who has a legal responsibility for the dwelling where the hazard is identified. It does not allow the Council to take action against any person who does not have a legal interest in the property affected.

Assistant Director Comments

The correct actions were undertaken to advice the complainant that as the legal owner of their property they are responsible for the reconnection of the gas supply.

Assistant Director Comments

The correct actions had been taken to investigate the issue raised. These were undertaken promptly and Notices were issued to ensure that the garden is tidied.

Information Governance

1. Complaint against Information Governance

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Information Governance Team had not released the requested data as part of a Freedom of Information request.

Council's response

It was determined that an appropriate level of service was not provided as the Information Governance Team had incorrectly identified the requested information relating to the outcomes of complaints/accusations made against the Council's Senior Management Team as being exempt due to it containing personal data.

Furthermore, the Information Governance Team did provide the complainant with the correct Decision Notice for this refusal as required by the Freedom of Information Act.

The data was subsequently release as part of the stage 2 complaint response.

An apology was offered to the complainant.

Assistant Director Comments

The Council recognises that the information was incorrectly withheld in the first instance and the correct Decision Notice was not provided which led to confusion.

Capital Works

1. Complaint against Capital Works

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Capital Works have refused to install a fence at their property to protect their privacy and their new build property had been built incorrectly.

Council's response

It was determined that an appropriate level of service was provided as the Council and its contractors have correctly built the property in accordance with the approved plans.
The Council was unable to erect a fence around the property as this would interfere with the public highway, the communal access to the properties and would sit flush with the windows.

Furthermore, a fence can only be installed up to 1m on a public highway. Any fence higher that 1m would require planning permission.

There was no information to suggest that the Council had acted inappropriately when constructing the property or in contravention of the Housing Ombudsman Guidance and Housing Act 1996.

Assistant Director Comments

The property has been constructed in accordance with the approved plans and remains a safe place to reside.

2. Complaint against Capital Works

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Council had delayed the works to complete their kitchen replacement.

Council's response

It was determined that an appropriate level of service was not provided as the Council did not communicate the delays in the kitchen being installed.

During the course of the kitchen installation, damp and mould was discovered behind the kitchen cabinets.

While the Council undertook the correct action to have the damp removed and investigated, the delay that occurred due to these works were not communicated with the complainant.

An apology and £500 compensation was offered.

Assistant Director Comments

The Council recognises the inconvenience caused by not communicating correctly with the complainant.

Complaint Team Recommendations/actions

- The Capital Works Team have been reminded of the necessity to communicate effectively with individuals.
- Where delays are expected, the Capital Works Team have been instructed to contact individuals to notify of them of any delays and remain in regular contact until a conclusion is reached.

Revenues, Benefits and Customer Services

1. Complaint against Council Tax

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council Tax Team did not appropriately update a forwarding address which resulted in enforcement action being undertaken.

Council's response

It was determined that an appropriate level of service was provided as the Council Tax Team had correctly issued the Council Tax bills to the address that had been provided.

As notification had not been received of the need to change the forwarding address, the bills continued to be sent to the last known address.

Assistant Director Comments

The Council Tax acted appropriately by continuing to send the Council Tax bills to the last known address.

2. Complaint against Benefits

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Benefits Team had failed to undertake their duties in relation to sections 1, 2, 9, 18 and 42-44 of the Care Act 2014 and has failed to make reasonable adjustments under the Equality Act 2010.

Council's response

It was determined that an appropriate level of service was provided as the Benefits Team had correctly provided the complainant with assistance when making a benefit claim.

There was no evidence information to suggest that the Benefit Team had acted inappropriately toward the complainant or acted outside of the scope of the Care Act and Equality and Diversity Act.

Assistant Director Comments

There is no evidence to suggest the complainant had been treated poorly during their benefit claim.

3. Complaint against Council Tax

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had not allowed them to pay their Council Tax with a Bill of Exchange.

Council's response

It was determined that an appropriate level of service was provided as a Bill of Exchange was not an acceptable form of payment toward Council Tax.

Assistant Director Comments

The correct action was undertaken in rejecting a Bill of Exchange as an acceptable form of payment.

4. Complaint against Council Tax

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that the Council had obtained a Liability Order and then later withdrew it.

Council's response

It was determined that an appropriate level of service was provided as the Liability Order was granted due to arrears on the Council Tax account.

While payments had been made toward the Council Tax bill, these were late which resulted in the account being in arrears. This was sufficient to result in a Liability Order being granted.

However, in recognition of the payments toward the Council Tax Bill, the Council Tax Team ultimately undertook the decision to withdraw the Liability Order.

Assistant Director Comments

The correct action was undertaken in obtaining the Liability Order in the first instance and withdrawing following payments being made toward the arrears.

Environment

1. Complaint against Environment

Response – 20 working days
Withdrawn

Complaint

The complainant contacted the Council and complained that grass cutting had taken place on their property that they did not request.

Council's response

This complaint was withdrawn during the course of the investigation.

2. Complaint against Environment

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their garden waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the garden waste bin had not been collected correctly.

While the Council had attempted to collect the bin, access issues have prevented this from occurring.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

3. Complaint against Environment

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the garden waste bin had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

4. Complaint against Environment

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that they had been inappropriately given a littering fine.

Council's response

It was determined that an appropriate level of service was provided as the WISE Team were correct in issuing the Fixed Penalty Notice as they had observed the complainant incorrectly disposing of a cigarette.

The body camera footage showed the complainant incorrectly disposing of the cigarette.

Assistant Director Comments

The Council issued the fine correctly as there was clear evidence of littering having occurred.

5. Complaint against Environment

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the garden waste bin had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

6. Complaint against Environment

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the waste bin had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

7. Complaint against Environment

Response – 20 working days
Complaint upheld

Complaint

The complainant contacted the Council and complained that the Waste Team had failed to collect their waste bin on the correct day.

Council's response

It was determined that an appropriate level of service was not provided as the bins had not been collected on the correct day.

This was a service error and the bin was collected following its reporting.

Assistant Director Comments

The Council recognises the inconvenience of not collecting the bin on the designated day.

8. Complaint against Environment

Response – 20 working days
Complaint not upheld

Complaint

The complainant contacted the Council and complained that a overgrown hedge had not been maintained.

Council's response

It was determined that an appropriate level of service was provided as the Environment Team does not have responsibility for the maintenance of the hedge as this was on the highway.

Assistant Director Comments

As the hedge was not the responsibility of the Council, this was referred to Nottinghamshire County Council as the appropriate authority.

Stage 3 - Ombudsman Complaint

1. Complaint against Communities (complaint concluded in 2024/25) – LGO

Complaint not Upheld.

Complaint

The concern raised was that the Council issued a Community Protection Warning, followed by a further warning of a Community Protection Notice, without any evidence against the complainant.

Ombudsman's conclusion

The LGO found that a Community Protection Notice was issued, which could have appealed in court. Based on this evidence, the LGO have discontinued the investigation.

2. Complaint against Bereavement Services (complaint concluded in 2024/25) - LGO

Complaint not Upheld.

Complaint

The concern raised was that the complainant's memorial garden on their father's grave needed to be removed.

Ombudsman's conclusion

The LGO found that there was insufficient evidence of fault by the Council to warrant an investigation.

3. Complaint against Housing Repairs (complaint concluded in 2024/25) - HO

Complaint Upheld.

Complaint

The concern raised was the Housing Repairs Team handling of reports of a drain blockage.

Ombudsman's conclusion

The HO found that while the Council's repair responses were mostly timely, its failure to follow up a repair following access issues caused distress and inconvenience to the resident. It also failed to consider an escalated response given the repeated issue and the resident's vulnerabilities. Finally, it failed to address the resident's concerns about communication and the safety of their property.

The HO ordered the Council to undertake a £300 compensation payment which has been completed.

4. Complaint against Housing Repairs (complaint concluded in 2023/24) - HO

Complaint Upheld.

Complaint

The concern raised was that the Council did not repair a leaking ceiling in a timely manner.

Ombudsman's conclusion

The HO found that in accordance with paragraph 53(b) of the Housing Ombudsman Scheme, the Council had made an offer of redress prior to investigation which, in the Ombudsman's opinion, satisfactorily resolves the complaint about its handling of a roof leak at the resident's property.

There was a lack of attention to detail in the stage 1 response as the wrong block number was referred to and the Council addressed some unrelated issues that had been mentioned in the December 2015 email that had already been resolved some time ago.

Given it accepted some failings it would have been appropriate for the Council to have offered compensation in its stage 1 response. It is noted however that this was remedied in the Council's stage 2 response where it made an appropriate offer of compensation in line with the remedies guidance for the delays in resolving the roof leak.

The Council was ordered to pay £300 for the handling of the stage 1 complaint. This has been completed.

5. Complaint against Housing Repairs (complaint concluded in 2024/25) - HO

Complaint Upheld.

Complaint

The concern raised was that the Council did not handle a boiler repair appropriately.

Ombudsman's conclusion

The HO found that In accordance with paragraph 53(b) of the Housing Ombudsman Scheme, the Council provided reasonable redress in response to the resident's complaint about its handling of boiler repairs. A payment of £250 compensation was issued at stage 2 of the Council's complaint process.

The resident raised concerns about whether the Council considered her mother's vulnerabilities when it responded to the boiler issues. The HO would expect the Council to consider a resident's needs and vulnerabilities when responding to a boiler not working. The Council attended a day earlier than was required and this indicates that the Council had given the repair an additional priority but did not communicate this clearly to the resident.

The Council acknowledged there were failures in how it responded to the boiler issues and these include:

- The out of hours phone line did not work on the Easter bank holiday Friday.
- Its contractor did not bring overshoes to appointments.
- There was poor communication about when the contractor would be coming for follow up appointments.
- Its contractor did not initially identify why the new boiler was not working.

Overall, the HO were satisfied that the acknowledgement of its failures, apology, and compensation provided by the Council represents reasonable redress for the failures in respect to its handling of the boiler repairs. The compensation that it had paid is in line with what the HO may have awarded for this type of issue and, in their opinion, is proportionate to the impact to the residents.

6. Complaint against Housing Repairs (complaint concluded in 2024/25) - HO

Complaint Upheld.

Complaint

The concern raised was that the Council did not handle a report of a blocked drain.

Ombudsman's conclusion

The HO found that in accordance with paragraph 52 of the Scheme, there was maladministration in the landlord's handling of the repair of blocked drain.

Despite the multiple reports of the same issue and different contractors attending the property, the issue was not resolved to the resident's satisfaction.

It is reasonable for Council to rely on independent and professional contractor's advice. However, as this issue was repeatedly reported and there was a clear dispute on what was causing the blockage, the Council should have considered at an earlier stage an alternative approach or done more to investigate the resident's concerns.

This is particularly important as the resident reported significant inconvenience that they were unable to use their shower for months and the inconvenience caused by the multiple visits. Despite a contractor recommending cameras should be used, this was not done. It would have been appropriate to follow the expert advice. Its failure to consider an escalated response was therefore unreasonable in the circumstances.

The Council was ordered to pay £300 for the handling of the reports of the blocked drain. This has been completed.

7. Complaint against Planning (complaint concluded in 2024/25) - LGO

Complaint not Upheld.

Complaint

The concern raised was that the Council did not consider a planning application correctly.

Ombudsman's conclusion

The LGO would not investigate this complaint about how the Council dealt with a planning application. This is because they were unlikely to find fault.

In this case, the LGO were satisfied the Council properly assessed the acceptability of the development, including the impact on the complainant's, the character of the area and the impact on highway visibility, before granting planning permission. The case officer's report referred to the objections received and explains why the Planning Officer considers the proposal overcomes these.

8. Complaint against Planning (complaint concluded in 2024/25) - LGO

Complaint not Upheld.

Complaint

The concern raised was that the Council did not consider a planning application correctly.

Ombudsman's conclusion

The LGO would not investigate the complainant's complaint because they have the right to appeal to the Planning Inspector.

The complainant has complained about how the Council dealt with his planning application.

They disagreed with how the Council reached its decision to request additional information to support the application and believes it has been dishonest. The complainant says the Council has misinterpreted planning policies and it has approved similar applications in the area.

However, the complainant can choose not to provide the information requested if they does not agree with the Council's reasons for requesting it.

The complainant would have the right to appeal to the Planning Inspector if the Council subsequently decides to refuse permission for the development. The LGO consider it would be reasonable for the complainant to use their right to appeal.

The Ombudsman will not usually investigate when someone has a right to appeal to the Planning Inspector, even if the appeal would not address all the issues complained about.

9. Complaint against Housing Repairs (complaint concluded in 2023/24)

Complaint Upheld.

Complaint

The concern raised was that the Council did not deal with an issue of noise being created by an adjoining stair case.

Ombudsman's conclusion

The Council's stage 1 complaint response set out its position in relation to any repairs needed to the stairs. Which was appropriate. However, its response failed to address the specific concerns the resident raised in their complaint, the noise disturbance. This was an error in its handling of the matter. The resident was inconvenienced by the lack of response to the actual concerns raised.

The Council's stage 2 complaint response went some way to putting the above error right by setting out its position on the noise disturbance from the stairs. It explained its position that no repairs were needed. It also explained it needed recommendations from an Occupational Therapist (OT) before it would install sound proofing. While evidently disappointing for the resident, the Council's position was reasonable. OTs are best placed to understand what specific adaptations are needed based on the needs of an individual. The Council's stage 2 complaint response failed to address the lack of detail and shortcomings of its stage 1complaint response.

While an appropriate position to take, the Council should have been more supportive in terms of assisting the resident with an OT referral/assessment.

The HO ordered the Council to issue and apology and £100 compensation.

10. Complaint against Housing Operations (complaint concluded in 2023/24) - HO

Complaint not Upheld.

Complaint

The concern raised was that the Council did not deal with an issue of noise generated by the building of new Council properties.

Ombudsman's conclusion

It was determined that the complaint was outside of the HO's jurisdiction.

11. Complaint against Housing Operations (complaint concluded in 2024/25) - LGO

Complaint Upheld.

Complaint

The concern raised was that the Council did not deal with an issue of housing allocation correctly during a homelessness application.

Ombudsman's conclusion

The LGO would not investigate the complaint about the Council's decision to end the relief duty after the complainant refused an offer of housing because they have appeal rights, which are reasonable for them to exercise.

In any case, there is insufficient evidence of fault in the Council's decision-making to justify the LGOs involvement.

12. Complaint against Environmental Health (complaint completed in Q3 2025/26) - LGO

Complaint Not Upheld.

Complaint

The concern raised was that the Council did not deal with an rodents at a neighbouring property correctly.

Ombudsman's conclusion

The LGO would not investigate this complaint about the Council's responses to reports of rats living in a neighbour's garden which is in poor condition. There is insufficient evidence that any further investigation would lead to a different outcome.