

## **Housing Complaints Year - 2024 – 2025**

### **Q1/Q2/Q3/Q4**

The Housing Ombudsman Code came into effect on 1<sup>st</sup> April 2024. The Code sets out best practice for landlords to effectively handle complaints and to share the understanding of what constitutes a complaint.

Please see the link below for details of The Housing Ombudsman Complaint Handling Code.

[The Complaint Handling Code | Housing Ombudsman Service](#)

High Peak Borough Council have carried out thorough training with service areas to ensure we are capturing when residents are dissatisfied, giving them the option to raise a complaint.

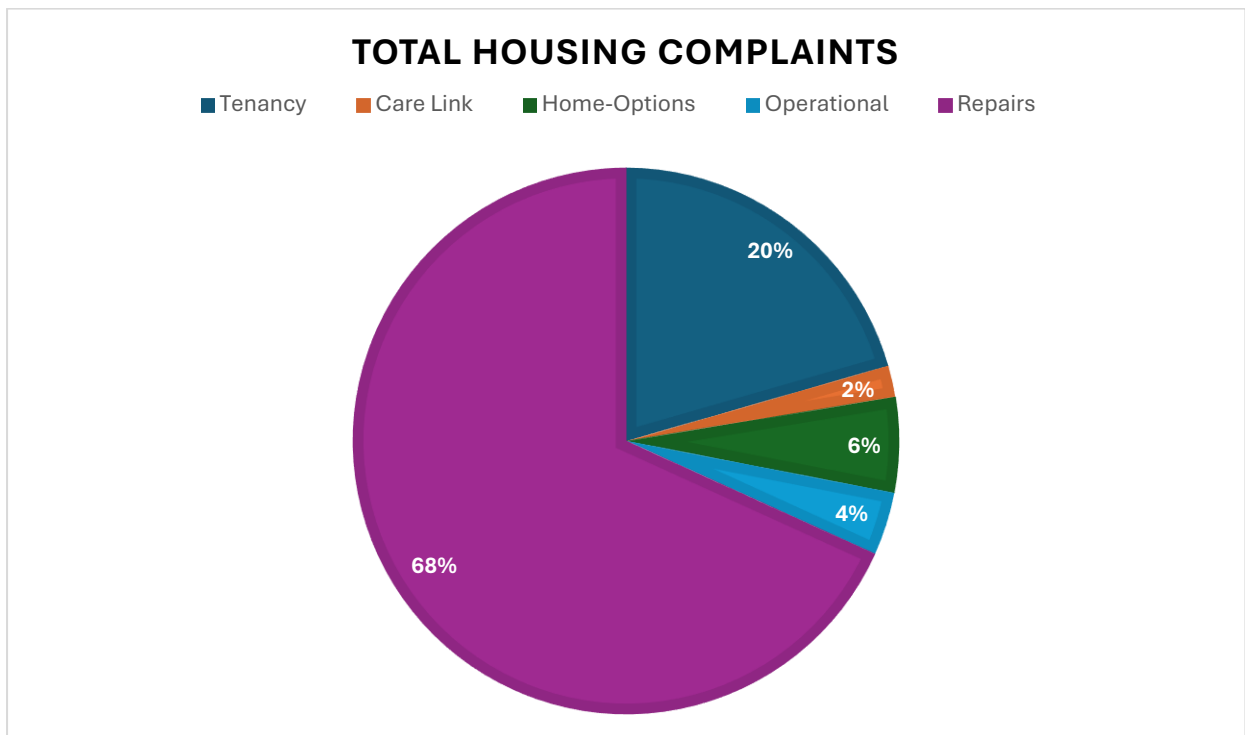
Complaints are recorded, investigated and responded within set timescales according to the Council Policy and procedures in line with the Housing Ombudsman Code.

Service areas are responsible for identifying any common themes and making changes to processes and procedures, as required, to improve service, the Customer Feedback Officer provides and obtains reports to identify any issues.

## Total Housing Complaints

Please see below volumes of complaints received across the Housing Services up to the end of Quarter 4 - 2024/2025

Service	Total
Tenancy	22
Care Link	2
Home-Options	6
Operational Communal area repairs	4
Repairs	73



Following investigation complaints are closed and categorised as justified or unjustified in the following categories

- Upheld Accepted at Fault
- Partially upheld- accepted some responsibility
- Not upheld-accepted no fault

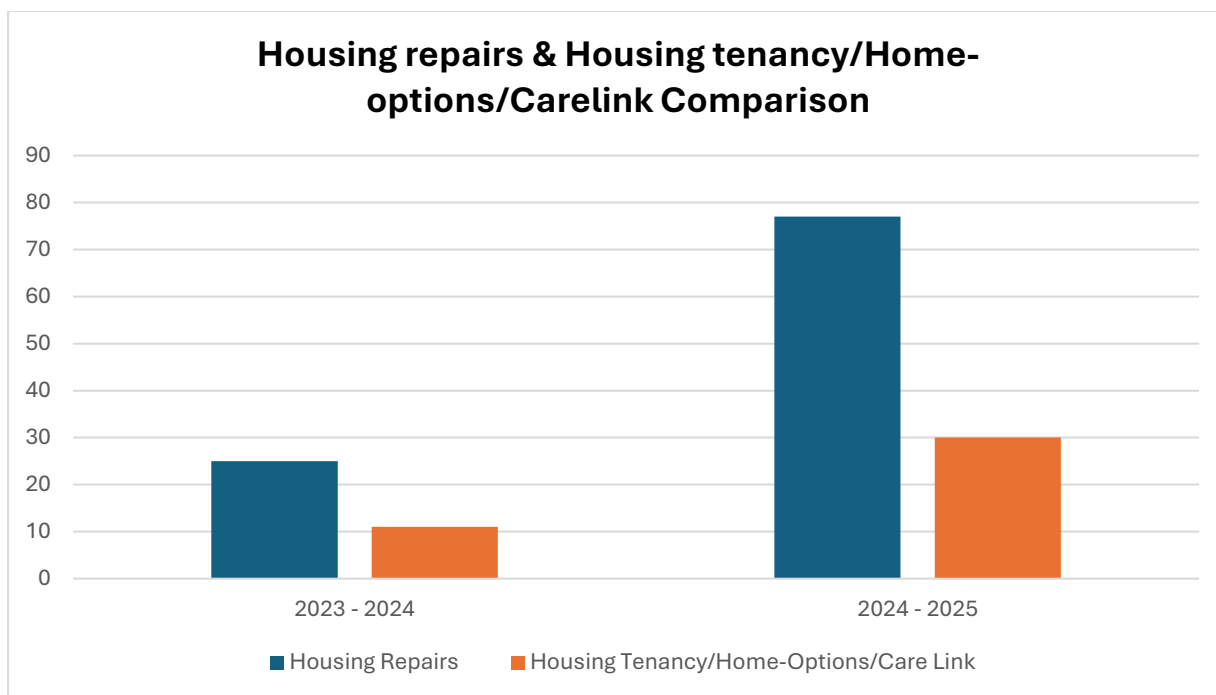
Please see below volumes for each area

	<b>Upheld</b>	<b>Partially upheld</b>	<b>Not Upheld</b>	<b>TOTAL</b>
Tenancy	1	7	14	22
Care Link			2	2
Home Options		1	5	6
Operational-Communal area repairs	1	2	1	4
Repairs	17	36	20	73

## **Complaints Comparison**

**April – March 2023/2024 and April – March 2024 /2025**

	<b>2023 - 2024</b>	<b>2024 - 2025</b>
Housing Repairs	25	77
Housing Tenancy/Home-Options/Care Link	11	30

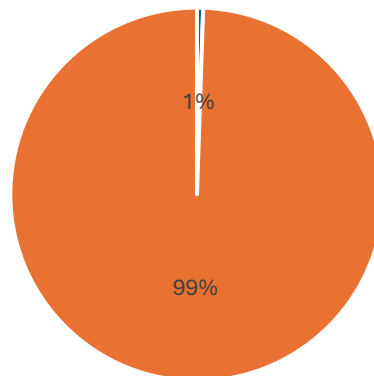


## **Completed Repairs and complaints made 2024 – 2024**

Total repairs requested and how many repairs resulted in a complaint.

Housing repair complaints	Completed Repairs made
77	14414

### Completed Repairs and Complaints made 2024-2025



■ Housing repair complaints ■ Completed Repairs made

### Lessons learnt from Complaints

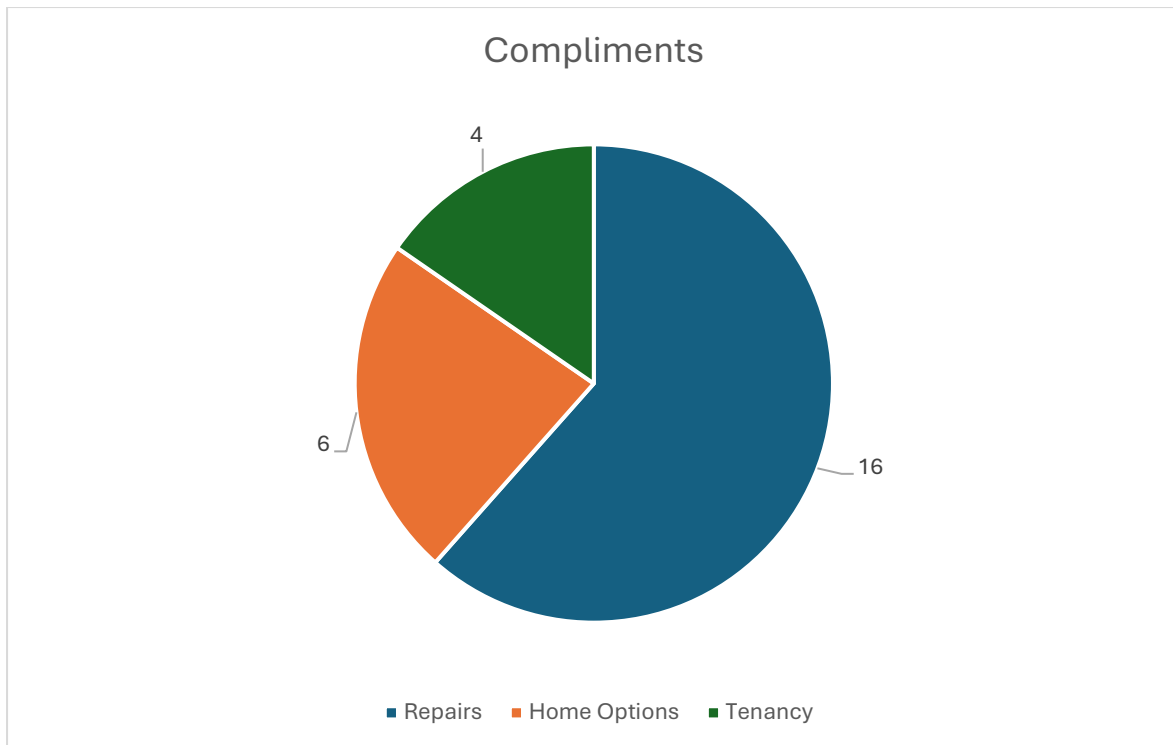
Changes made to how we manage vulnerable tenants, particularly out of hours. Our records are now updated and vulnerabilities flagged to assist our tenants and operatives .

Following complaints of no access, due to adverse weather, we have built weather contingencies into contractor agreements and requested a 4x4 vehicle to our direct out-of-hours team.

Made improvements to communicating with tenants when jobs are reassigned , we now send a text message to the tenant with updated details of the new contractor

### Housing Service Compliments received

Please see below volumes of compliments received across the Housing Service up to the end of Quarter 4 2024/2025



### Sample of compliments received

*Just a quick email to say thank you for the support I have received from XXXXX at the homelessness team. The support I have received has ensured that me and my daughter now have a place to live and we have been able to secure a property quickly. It has made a massive difference because I didn't have money for a deposit, or months' rent etc and the guarantor system has meant I have been able to be viable for the property I applied for.*

*So just an email of compliment to highlight the good work of XXXXX who has been supportive, respectful, with excellent communication and quick responses and knows her stuff.*

*We have had XXXXX attend our property on two occasions over the last two months and we wished to inform you how very impressed we are with his work ethic, the quality of work is high, he is thorough, organised and efficient. He is polite and we are very happy with the work carried out on our home. Thank You*

*Customer has recently had work done to her council bungalow. She wanted to pass on thanks and praise to all the housing and repairs team for the great work. Stated they were very understanding of her condition and really appreciates everything we do for her.*