



Board Paper

Tuesday 20 May 2025

Agenda Item

**Compliments and Complaints Report
Q4 (Jan 2025 -March 2025)**

DATE: 20.05.2025	MANNINGHAM HOUSING ASSOCIATION Report to the Board	Item no. 16
Report Title	Compliments and Complaints	
Lead Officer	Saqib Saleem – Director of Operations	

Purpose/Summary:

This report is intended to provide the Committee with assurance and insight into how we deal with complaints and compliments.

In Section 2 of 'The Charter for Social Housing Residents' published by the Ministry of Housing, Communities and Local Government (MHCLG), there are three tenant satisfaction measures for complaints handling which each landlord will need to report on. These include:

- Number of complaints relative to the size of the landlord
- Percentage of complaints resolved within the agreed timescale
- Tenant satisfaction with landlord's complaints handling

Focus on /Must know

This report includes data for the satisfaction mentioned above and learning outcomes for each complaint.

This report no longer includes data on Informal Resolutions, as updated guidance from the Housing Ombudsman advises against categorising service failures as informal resolutions (or near misses). Instead, all reported service failures should now be escalated to a formal complaint.

The new guidance for landlords on disrepair claims is that they continue to use the complaints procedure when the pre-action protocol has commenced and until legal proceedings have been issued to maximise the opportunity to resolve disputes outside the court. As such, all disrepair claims received in these two quarters have been logged as formal complaints and included in this report.

What next

The Leadership Team and Director of Operations will review the received complaints and compliments, identifying trends to enhance the service provided to our tenants.

Recommendations:

The Board is asked to note this report.

Financial Implications:

There are no financial implications resulting from this report.

Value for Money/Social Value implications:

An effective complaint handling policy and procedure is an important part of learning when things go wrong. Learning from complaints is one of the most important aspects of continuous improvement. Any work we do in handling complaints efficiently and effectively demonstrates good value for money.

How have our Tenants influenced the content of this report or influenced the supporting data/information:

Tenants have influenced this report directly as it considers their feedback.

Is there an impact on our tenants because of the next steps or approval of this report?

Yes, because the report should prompt a review of service performance where appropriate.

Is there any consultation data we haven't responded to? (note the reasons why). No

Internal and external stakeholder implications:

No direct implication for the purpose of this report.

Equality and Diversity Implications:

None for the purpose of this report.

Health and Safety Implications:

None for the purpose of this report.

Risks and controls:

Failure to manage complaints effectively can result in high levels of service failures which ultimately leads to increased costs and reputational damage.

We have a robust complaints policy and procedure in place which has been adapted to meet the requirements of the Housing Ombudsman Complaint Handling Code.

Legal & regulatory issues: (including any advice taken)

None identified in this report. However, it should be noted that dealing with complaints effectively is a key part of future consumer regulation.

Link to primary corporate objective(s)

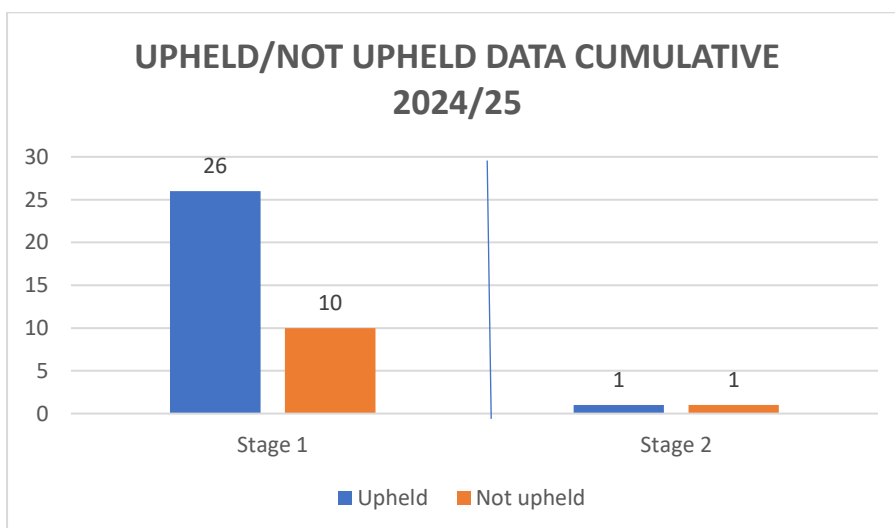
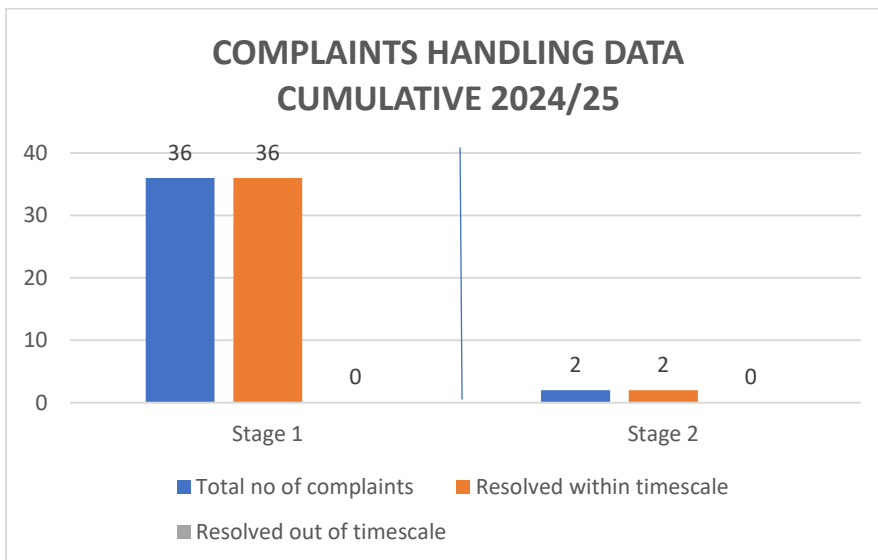
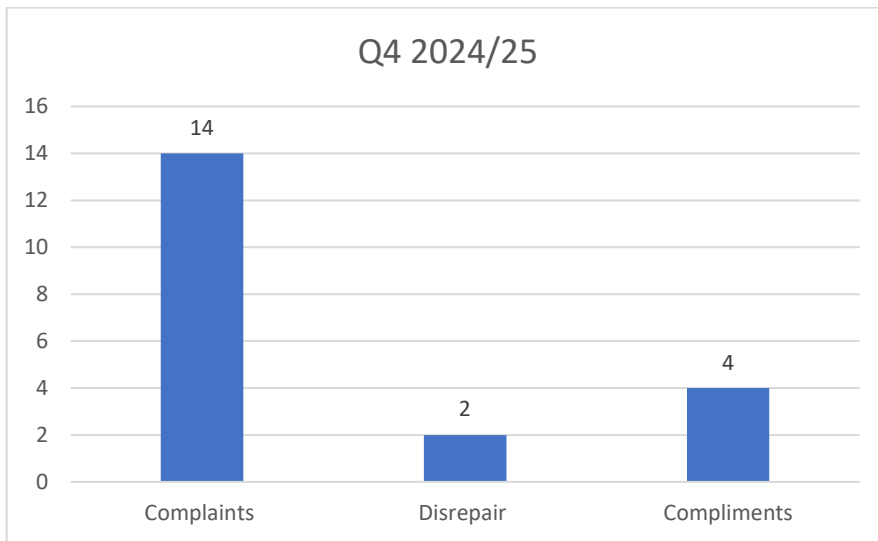
- Providing more homes to meet the needs of BME communities in Bradford and in other BME communities
- Community Investment and partnerships
- Looking after our existing homes
- Being the voice of the BME community

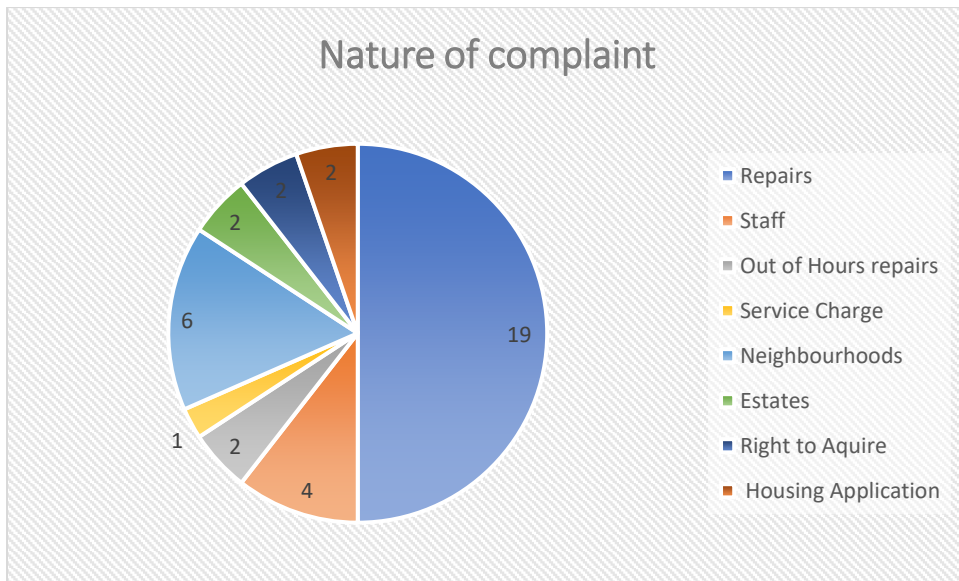
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EXECUTIVE SUMMARY Q4





TSM – Callerz data

2024/25	Q1	Q2	Q3	Average 2024/25
Satisfaction level with MHA's complaints handling	38.46%	43.33%	38.88%	40.22%

COMPLAINTS BEING INVESTIGATED BY THE HOUSING OMBUDSMAN 24/25

	Number of cases	Case Summary
Number of cases currently under investigation by the Housing Ombudsman	0	
Housing Ombudsman determinations	0	
Housing Ombudsman non-compliance orders	0	

COMPLAINTS (Q4)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
<p>Customer was unhappy with the Stage 1 response and raised further concerns about unresolved ASB, faulty CCTV, security issues, and lack of tenant risk assessments. The panel reviewed these points alongside the initial outcome.</p> <p>Stage 1 outcome: The complaint concerned the same issues as above and was upheld at stage 1, resulting in an apology and a priority move to a suitable alternative property.</p>	2	<p>The panel acknowledged delays in dealing with anti-social behaviour, faulty CCTV, and security repairs. Although these issues have now been addressed, the panel found that MHA should have acted sooner and more proactively. The Tenant has accepted a new property, and £600 compensation was offered to help with moving and decorating costs, recognising the stress and inconvenience caused.</p> <p>Complaint upheld</p>	MHA committed to improving its internal processes, staff training, and ongoing monitoring
<p>Customer called to complain about ongoing repair issues, stating that five surveyors have visited over the past six months, but no progress has been made.</p>	1	<p>Upon investigation it was found that while multiple surveyors had visited, some repairs were not logged or followed up. An apology was given for the delays and inconsistent information. Agreed timescales and access details with the customer and contractor. As a goodwill gesture, MHA will have a handyman paint the hallway and stairs. The customer was satisfied with this outcome.</p> <p>Complaint upheld</p>	<p>Communication between the surveyors, contractors and customers need to be clear and transparent. Internal CS training arranged.</p>
<p>Customer emailed to complain about not being housed after over 10 years on the list, mentioning delays and lack of transparency. He described overcrowded living conditions and requested a review of his application and bidding history.</p>	1	<p>A review of the applicant's bidding history confirms that all properties were allocated to individuals with higher priority at the time. However, the audit also shows that the applicant's position has steadily improved over the years.</p> <p>Complaint not upheld</p>	No learnings

<p>Customer was unhappy with the Stage 1 response The initial complaint was not upheld, with reasons given for the housing decision. The complainant escalated the issue, raising concerns about overcrowding, transparency, and delays in the allocation process.</p>	<p>2</p>	<p>The panel found issues with the applicant's initial information and confirmed there was no evidence they were overlooked for properties, noting one instance where they declined an offer. With a high volume of applicants, the system must remain fair and up-to-date information is essential, though no specific timeframe for offers can be given.</p> <p>Complaint not upheld</p>	<p>No learnings</p>
<p>Email received from customer who was not happy with the decision made in relation to their mutual exchange application, stating that MHA have refused the exchange without proper consideration of the circumstances of parties involved.</p>	<p>1</p>	<p>Following an investigation, it was initially identified that the mutual exchange was refused due to the incoming tenant under-occupying by one bedroom. However, further review revealed that our own tenant was under-occupying by two bedrooms and was in urgent need of a move. Given these exceptional circumstances, a management decision was made to allow the exchange to proceed. The incoming tenant acknowledged they would be under-occupying but confirmed they could afford the bedroom tax. An affordability assessment will be carried out to support this. An action plan has been agreed to progress the exchange, and the customer expressed satisfaction with the outcome.</p> <p>Complaint upheld</p>	<p>Staff need to use discretion and give more consideration towards all parties involved in a mutual exchange.</p>
<p>Customer came to the office and was unhappy, she has had ongoing issues with her drains and the toilets backing up, she has been having the issue for months and nothing has been done about it.</p>	<p>1</p>	<p>Upon investigation it was found that the contractor found a metal rod in the external drain and later returned to jet the drains, suspecting a deeper problem. A camera survey revealed a major drainage issue affecting multiple properties. The contractor provided a quote and the job was logged, it was marked as routine and not communicated to residents. Job then changed to urgent when customer expressed frustration.</p> <p>Complaint upheld</p>	<p>Contractor to diagnose underlying issues on the initial visit, surveyor to log the repair under the correct urgency indicator and ensure the contractors keep to the given timescales. The customers should have been informed by the surveyor of the timescales.</p>
<p>Customer unhappy that she was told that additional works was required to her property under the SHDF programme even though it already met EPC standard C. She did not want these additional works but was</p>	<p>1</p>	<p>Upon investigation it was found that the works that had already been completed at the property had raised the EPC standard to C. After discussing the matter with the contractor, it was agreed to remove the property from the programme as it met the desired requirements.</p>	<p>It is essential to ensure that tenants are not unduly pressured into consenting to works that are not required to achieve the desired standard.</p>

advised that this must be carried out as part of the programme.		Complaint Upheld	
The customer was unhappy that the contractor failed to attend as scheduled for SHDF work, causing inconvenience after they had moved furniture in preparation. They were not informed of the delay and felt unsupported when contacting the office.	1	Upon investigation it was found that the customer was frustrated by the contractor's no-show and poor communication. MHA call handling was also poor, as staff failed to log the complaint promptly. The contractor rescheduled the job for a later date. An apology was given, and staff will receive feedback to improve service. Complaint upheld	Feedback given to contractor to improve communication. Feedback and training provided to internal staff involved.
The customer expressed frustration over delays in receiving information about their Right to Acquire and is now requesting urgent action.	1	Upon investigation it was found that the Right to Acquire information was both posted and emailed but never reached the tenant. Proof of dispatch was provided to the tenant. Complaint not upheld	No learnings
Customer was unhappy that she was advised she cannot be added to her partners tenancy.	1	Upon investigation it was found that the customer had previously been on the tenancy in question and was removed at her request due to D.V. issues. She returned to the property as the issues have been resolved with the relevant agencies and requested to be added onto the agreement once again. However, the tenancy has accrued arrears and therefore the Neighbourhood Officer advised that she cannot be added to the tenancy. Customer has now been advised that she can be added back onto the tenancy once the arrears have been appropriately dealt with. Complaint not upheld	No learnings
Customer was unhappy with the entire application process. She believes that the Neighbourhood Officer (NO) handling her case has deliberately made the process difficult. She was particularly frustrated that she was not allocated a property when she was eligible for it.	1	Upon investigation it was found that the applicant should not have been refused based on the altered Section 21 notice, as the landlord confirmed its validity. Concerns about room-sharing and lack of support were acknowledged, and it was recognized that the applicant felt insufficiently supported by the Neighbourhood Officer. The complaint was upheld due to the distress caused. The officer involved will face internal disciplinary action. The customer was awarded £200 in compensation. The tenant was contacted, expressed satisfaction with the outcome, and the complaint was closed. Complaint upheld	Staff should verify all documents carefully and communicate effectively with relevant parties. Training and empathy are key to handling sensitive cases well.
Customer called to complain about a repair to her front door which she	1	Upon investigation it was found the customer reported that a repair for her external door lock, logged in January, had	Contractors must inform MHA if they're unable to

reported in January, and no one has been out to it and it is now March.		not been completed. It was found the contractor missed the emergency job. The job was cancelled, reassigned to a new contractor, and completed the same day due to the delay.	attend a job so alternative arrangements can be made. Customers should not need to chase repairs. This will be addressed in the next contractor meeting as a learning point.
		Complaint upheld	
Customer called to say she was not happy with the company carrying out the SHDF works, they were supposed to finish all the works, and they are nowhere near finished and she is due to go on holiday.	1	Upon investigation it was found that the contractor had only partially completed the work, with one bedroom left unpainted and a radiator leak causing damage to the storeroom below. The customer was upset about the lack of communication, repeated delays, and the poor state her home had been left in, leading her to refuse access for further work in April. To address this, MHA agreed that the full bedroom and storeroom would be painted once the leak was resolved, all future work would be clearly scheduled, and a surveyor would attend regularly to monitor progress.	Subcontractors to follow MHA expectations to customer services and ensure communication is clear and timescales are kept.
		Complaint upheld	
The customer complained about delays in receiving information on their Right to Acquire and is now requesting urgent action and the necessary details to proceed.	1	Upon investigation it was found that the Right to Acquire information had been posted and emailed but was not received by the tenant. Tenant was shown proof of information sent.	No learnings
		Complaint not upheld	

DISREPAIR CLAIMS (Q4)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Disrepair claim letter received regarding repairs.	1	The pre-action protocol was initialised, inspection was carried out at the property. During the inspection it was found that the repair issues raised were decorative and come under the tenant's responsibility. No work orders raised.	No learnings.
		The complaint is with our legal team.	
Disrepair claim letter received regarding repairs.	1	The pre-action protocol was initialised, inspection was carried out at the property. The disrepair claim was around a roof leak that MHA were not aware of, work order raised, and repairs completed.	No learnings
		The complaint is with our legal team.	

COMPLIMENTS (Q4)

Compliment type	Summary
Email	Customer emailed to thank a member of the income team for his help in every step of the way and the advice that he gave to her.
Google review	New customer thanked our housing officer for all his help and support through the sign-up process and the advice he received.
Google review	Applicant wanted to thank our member of the reception team for helping him complete his application and making the process easy.
Google review	Customer thanked a member of the income team for the great customer service and the support provided.