



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 29th July 2025

Agenda Item 5: Customer Service Compliments, Comments and Complaints and Standards

Report for Housing & Repairs Quarter 1 - 1st April 2025 to 30th June 2025

Classification	This report is Public.
Report By	Customer Service, Standards and Complaints Manager
Contact Officer(s)	Customer Standards and Complaints Officer

PURPOSE/SUMMARY OF REPORT

- To provide information on the Council's performance in relation to its customer service standards, Compliments, Comments and Complaints on behalf of the Housing Management and Repairs services.
 - To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to identify improvements within its Housing Management & Repairs services.
 - To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st April 2025 to 30th June 2025.
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REPORT DETAILS

1. Background

- 1.1 The purpose of this report is to make Housing Management, Repairs departments and Tenants aware of performance in relation to the effective management of complaints and identifying any improvements.

2. Details of Proposal or Information

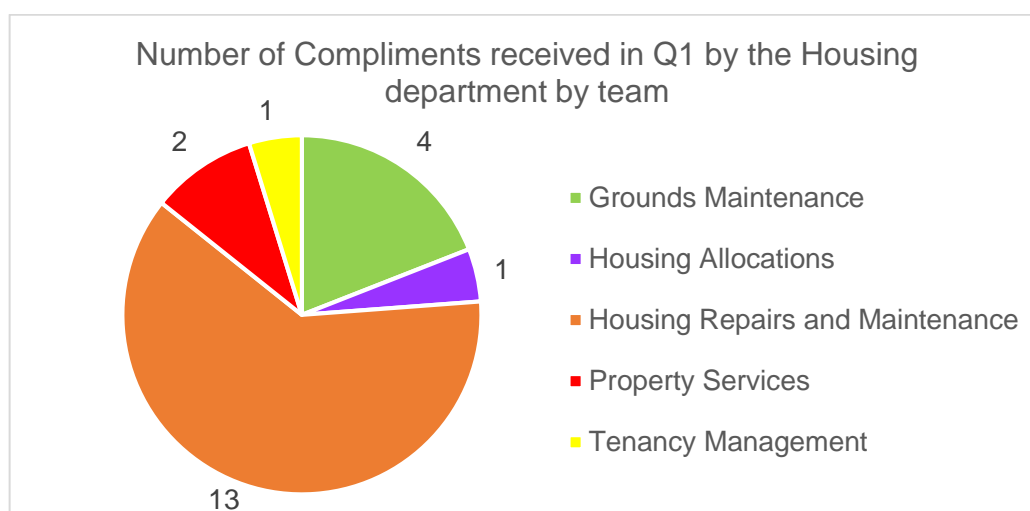
2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q1 covered more than one service area, therefore when analysing the data by Housing teams these do not mirror the actual volume of contacts received.

For 2025/2026 the data contained within Housing Liaison Board reports has been reviewed. Any non-tenancy related data has been removed including Housing Options, Housing Allocations, Community Safety & Enforcement, Careline. It is important to note, that tenancy related data for these teams will be recorded. The Council have also added tenancy related Grounds Maintenance data to the report.

Compliments

In total 20 compliments were received during the period 1st April 2025 to 30th June 2025. Compliments were received from customers who appreciated excellent service. The pie chart below shows the breakdown across the teams.



When analysing the compliments received in Q1, Dragonfly (Housing Repairs and Maintenance) received the most compliments, followed by Grounds Maintenance.

As also shown throughout 2024-2025, it is useful to note whilst repairs and maintenance has featured heavily as a core reason for complaint, this shows that a tenant's personal experience of the service by the team appears to influence their bias in response to the Council. There are clearly positives to be taken from the service delivered, as well as areas for improvement.

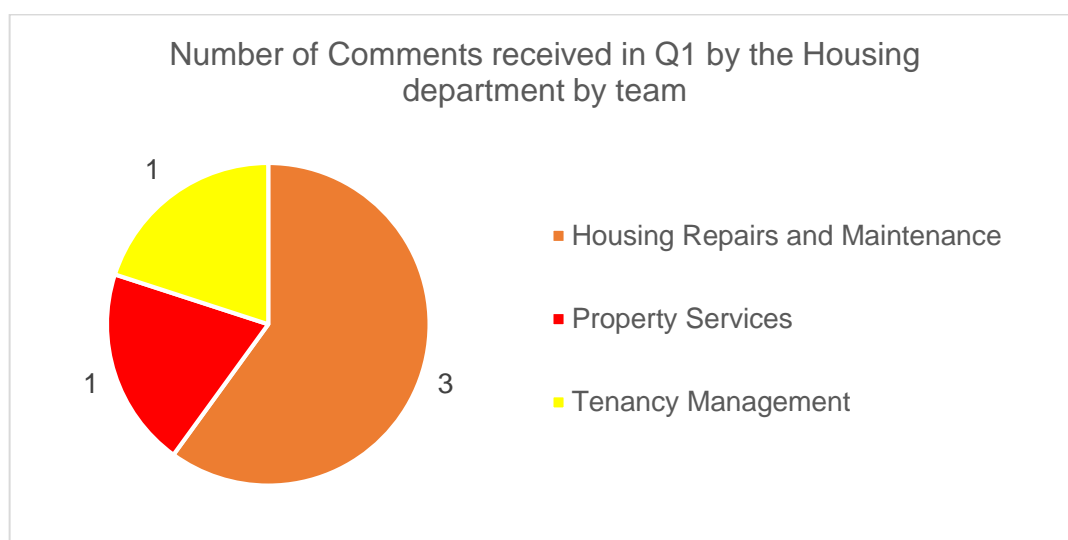
Most compliments for Dragonfly (Housing Repairs and Maintenance) praised the work completed by a Repair Operative. Work was described as 'excellent'

and impeccable'. Repair Operatives were also complimented for being 'friendly' and 'pleasant' as well as 'polite', 'courteous' and 'respectful'.

Compliments for Grounds Maintenance were primarily thanking the team for the 'brilliant' job they had done.

Comments

There were 5 comments received for the period 1st April 2025 to 30th June 2025 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.

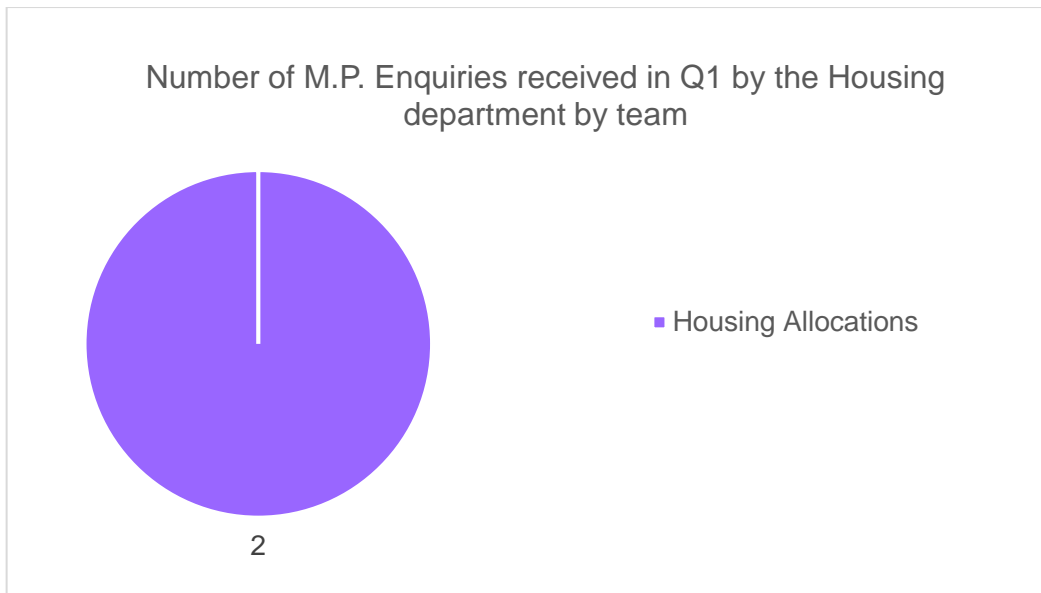


Most comments received were for Dragonfly (Housing Repairs and Maintenance). The only theme that could be derived was in relation to communication from the Repairs team. As noted in previous reports, it is noted due to the small number of comments received throughout 2025/26 that customers may not use comments as frequently as they utilise the Customer Services Department to make enquiries, service request or liaising teams direct with suggestions.

MP Enquiries

In the period 1st April 2025 to 30th June 2025, the Housing department received 2 M.P. Enquiries.

The Complaints team have witnessed a low number of M.P. Enquiries since early last year. It is thought the information provided to the MP's Office including signposting the constituent to the appropriate organisation and providing them with the Complaints policy (for out of scope issues) may have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.

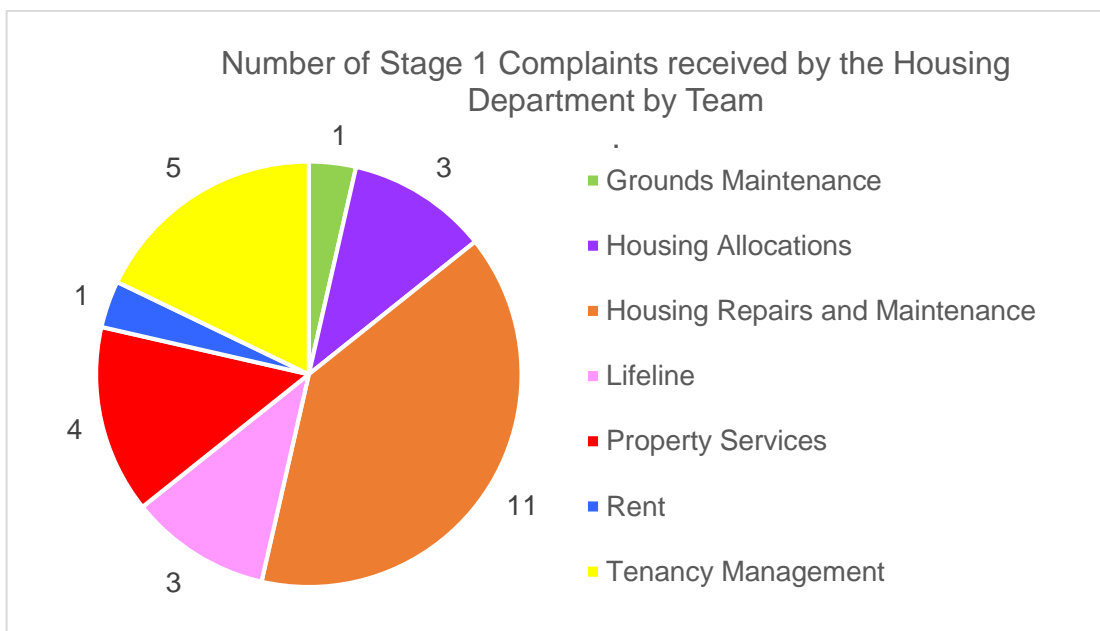


Both M.P. Enquiries were regarding Housing Allocations concerning assistance from the Council rehoming their daughter.

Complaints – Stage 1

In total 25 Stage 1 Complaints were recorded from the 1st April 2025 to 30th June 2025.

100% Stage 1 Complaints were responded to within our customer standard and the Housing Ombudsman Code of 10 working days.



The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Dragonfly (Housing

Repairs and Maintenance) followed by Tenancy Management, then Property Services.

When analysing the themes of Stage 1 complaints, there was a range of reasons complaints were made about Dragonfly (Housing Repairs and Maintenance). Themes included communication issues, conduct of Officers and a perceived lack of action.

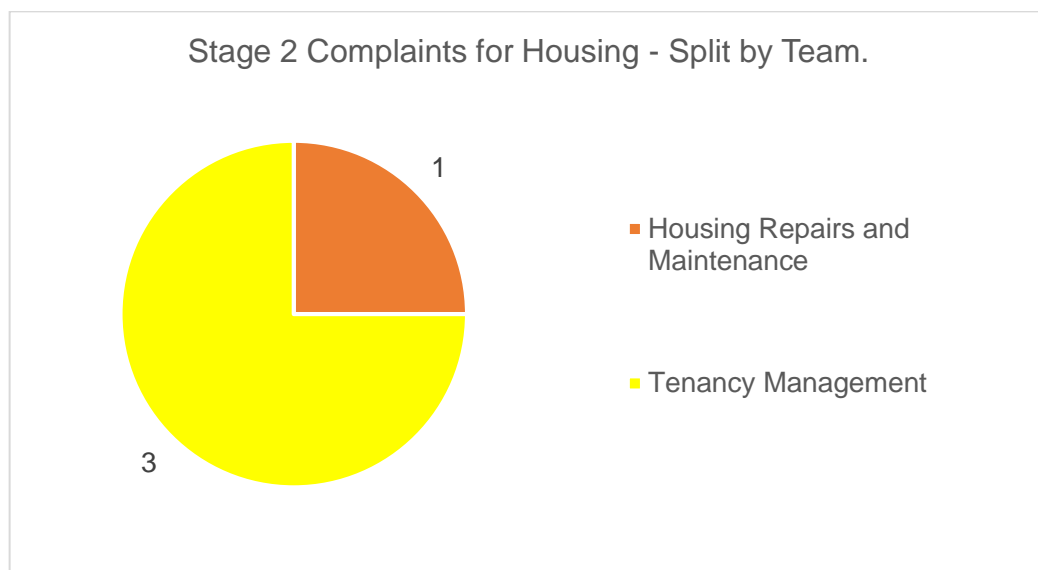
Tenancy Management complaints were mostly related to actions taken by the team such as the rent arrears process.

Complaints regarding Property Services were low and the only theme derived was a lack of or poor communication.

Complaints – Stage 2

4 Stage 2 complaints were recorded, from the 1st April 2025 to 30th June 2025.

All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days up to the point of this data being submitted. There are still 2 outstanding complaints stage 2 complaints, both still within timescales.



For the complaints received at Stage 2, the largest proportion related to Tenancy Management. However, due to the small amount of stage 2 complaints and varying issues, no themes could be identified.

Ombudsman

The Housing Ombudsman (HO) reviewed 1 complaint during this period relating to Property Services, however a decision has not yet been made

regarding this case. Information was provided to the HO on the 30th June 2025.

Summary for Quarter 1 2025/26

	April	May	June	Total
Compliments	7	3	10	20
Comments	3	2	0	5
Stage 1 Complaints	10	7	8	25
Stage 2 Complaints	0	1	3	4
MP Enquiries	0	1	1	2

Complaints Feedback

During quarter 1, the following service improvements were implemented as a consequence of complaints.

1. The Managing Building Surveyor / Contract Administrator confirmed they will review the process of sending letters out with the contractor.
2. Debtors are going to look at changing their system so that a bailiff letter is not triggered for debts under a certain value.
3. Dragonfly have increased their presence on site to ensure standards are being maintained by Contractor Operatives.
4. New processes have been agreed for future contractors to monitor and respond to emails from the start of mobilisation.
5. A new process has been put in place for scheduling works which does not rely on the jobs being sent back to the system before rescheduling is completed, this should prevent jobs being missed in the future.
6. The Council will check all out of hours repairs have been completed the following morning or ensure these are correctly logged to a Contractor.

The Council will continue reviewing the data at the Department Service Reviews, to explore themes and discuss any improvements which may have not been reported.

Method of Contact

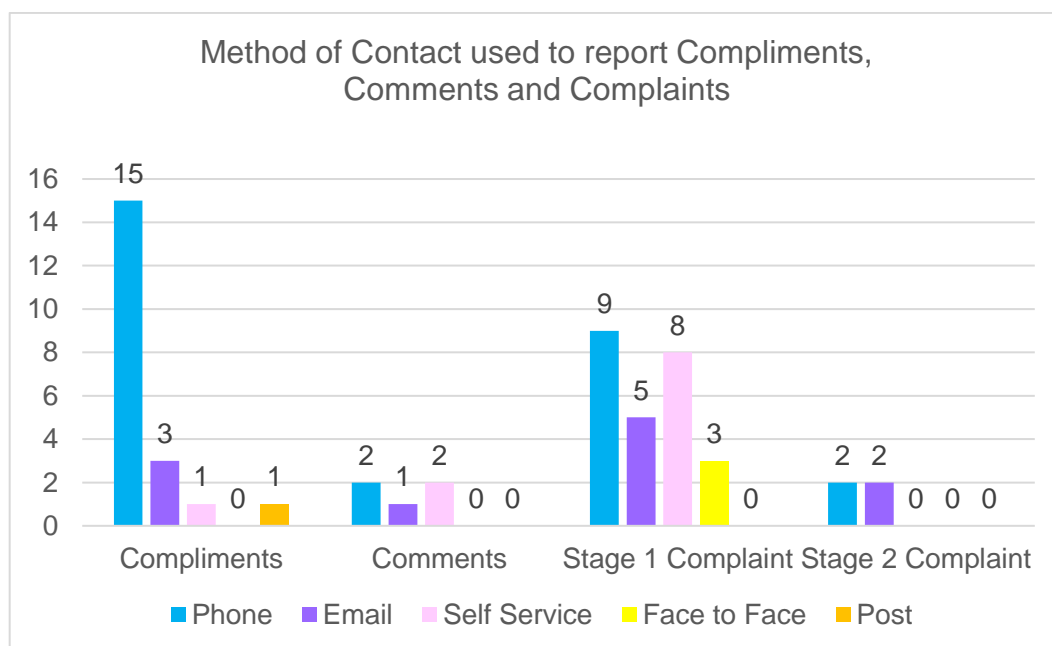
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

When analysing how customers contact the Council to pass on a compliment, a comment or make a complaint, nearly all compliments and comments were made via telephone. Stage 1 Complaints were mostly made via telephone followed by self service and stage 2 Complaints were equally made by telephone as they were email.

There has been a preference for telephone shown within Q1 with over 50% of all reports being made by this method.

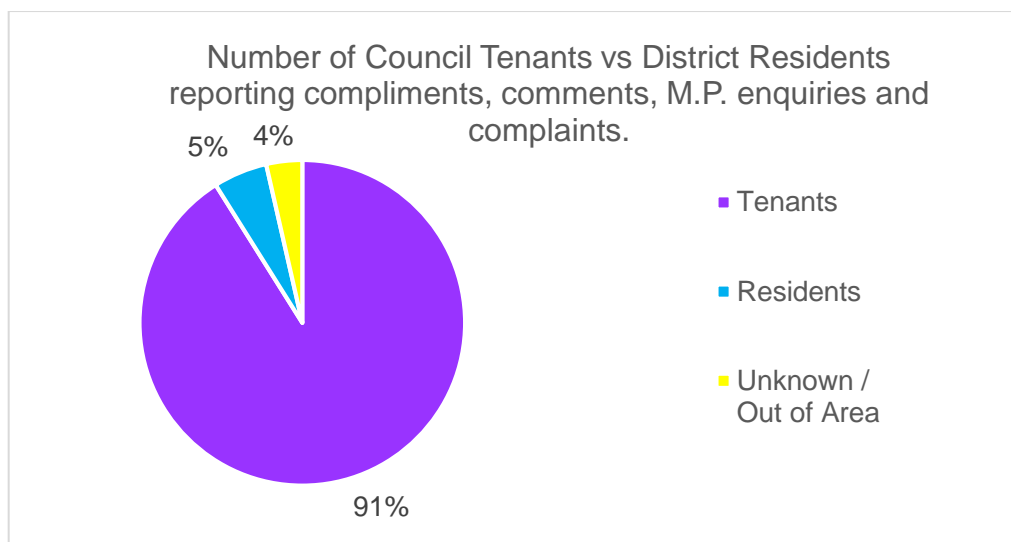
Analysis of method of contact over the last year has shown a shift to use of telephone or email over the more long-standing use of post/letter.

It is worth noting that M.P. Enquiries have not been reported on in the below graph as all M.P. Enquiries are sent via email.



Tenants' vs Residents

When analysing the data on who was making the reports to the Council for compliments, comments, M.P. enquiries and complaints we found that Tenants made most of these reports compared to residents.



Comparison to Q1 2024-2025

	2025/26	2024/25
Compliments	20	22
Comments	5	2
Stage 1	25	32
Stage 2	4	4
M.P. Enquiries	2	12

There was a similar number of compliments and stage 2 complaints received in Q1 2024/25. Comments have slightly increased from Q1 2024/25.

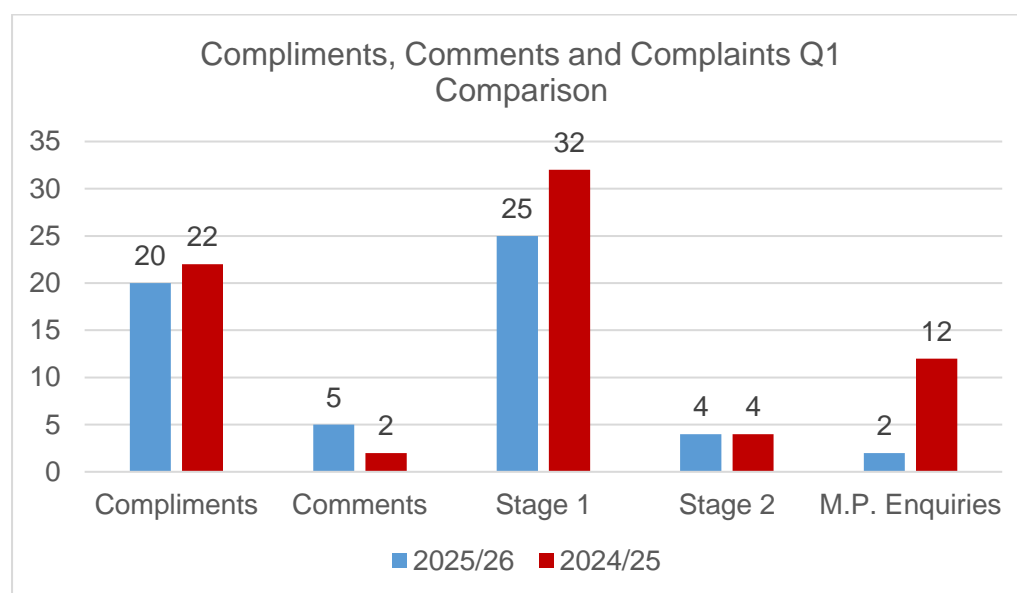
Both stage 1 complaints and M.P. Enquiries have decreased from Q1 2024/25. It is noted however, that during Q1 2025/26 the Council have reviewed the data reported on and this could be an explanation for the decreased figure of both stage 1 complaints and M.P. Enquiries. As also noted above, the Council have attended meetings with the M.P. to discuss the Complaints Policy and the correct signposting, which may have resulted in fewer M.P. Enquiries.

For both periods Dragonfly (Housing Repairs and Maintenance) had the most compliments and stage 1 complaints, and Housing Allocations had the most M.P. Enquiries.

For method of contact, both Q1 2025/26 and 2024/25 found that compliments were mainly reported by telephone. However, stage 1 complaints were mainly reported by telephone followed by self-service in 2025/26 and in 2024/25 by email followed by telephone. 2025/26 has shown an increased preference for reporting via telephone (52%), whereas in 2024/25 most reports were via email (50%).

Similarly to 2024/25, 2025/26 Q1 has shown that tenants made the most reports, however the percentage of tenants to residents has significantly increased. In

2024/25 this was 58%, whereas in 2025/26 this is 91%. However, this may be a result of the data changes within this report.



Compliments/complaints for Q1 included:

Compliments	Complaints
Thanked the Repair Operatives who have worked at their property. They have done a good standard of work and the tenant feels highly satisfied and overwhelmed. They respected the property and the tenants wishes and were both excellent and a fantastic duo. The customer also thanked the Repairs and Void Manager for listening to them and their support in enabling this work to be completed.	The customer is dissatisfied with the service provided by the Council's Out of Hours Contractor and the Plumbers attitude. The Plumber did not arrive when expected, appeared uninterested in the issue and left quickly without resolving the problem or investigating thoroughly.
The customer has complimented the Drainage Operative for bring very friendly and nice. The Operative was very positive and had a can do attitude, the job was completed efficiently and they were friendly towards their autistic son.	The customer is unhappy with the handling of housing repairs, the process of moving back into the property, and the standard of the repair and cleaning.

Compliments	Complaints
<p>The Parish Council expressed their sincere thanks to everyone involved in co-ordinating and progressing the planned works for tenant's Property. They appreciate the time and effort that has gone in to identifying the repairs, arranging contactor visits and considering minimal disruption to tenant. There was clear communication and attention to detail, and willingness to work collaboratively with the Parish Council. The work put in they are confident will make a real difference to the tenant's living environment.</p>	<p>Customer is dissatisfied with the lack of communication and advice received regarding the erection of a summerhouse and feel they have been given incorrect information.</p>
	<p>The customer is unhappy about being evicted from the garage site to allow for building works, only to later discover that no works will now be carried out on the site.</p>
<p>Customer was really pleased with the grass cutting completed by a Grounds Maintenance Operative who has done a good job. They would also like to compliment the Streetscene Co-ordinator who was very friendly.</p>	<p>The customer has complained regarding the Grounds Maintenance team cutting their communal garden. Damage has been done to their washing line and a manhole.</p>
<p>The customer complimented the Electrician for being very polite and doing a great job. The light will make a big difference and improve safety and security for themselves and people visiting their property.</p>	<p>The customer is unhappy with the Council's electrical testing contractors, as well as with the communication from the Council and Dragonfly.</p>
<p>Advised the Gas Engineer had spoken to them with dignity and treat their property with respect, the tenant could not praise them enough.</p>	<p>The customer is dissatisfied with the way the rent arrears have been handled and the possible enforcement/eviction action involved.</p>
<p>Customer wanted to thank the Drainage team who had been out and done a brilliant job. The customer also wanted to say thank you for the quick response and very good workmanship, they are very grateful.</p>	<p>The customer is unhappy with their mutual exchange decision and the advice given during the process.</p>

RECOMMENDATION(S)

1. That members of the Board review the overall performance on Compliments, Comments and Complaints handling performance as detailed in the report.

Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Housing

Priorities: Building more, good quality, affordable housing, and being a decent landlord.

Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all.
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Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
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