



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 20th April 2026

Customer Service Compliments, Comments and Complaints and Standards

Report for Housing & Repairs Quarter 4 - 1st January 2026 to 31st March 2026 & Annual Summary

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 January 2026 to 31st March 2026 and annually for 2025/26.

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

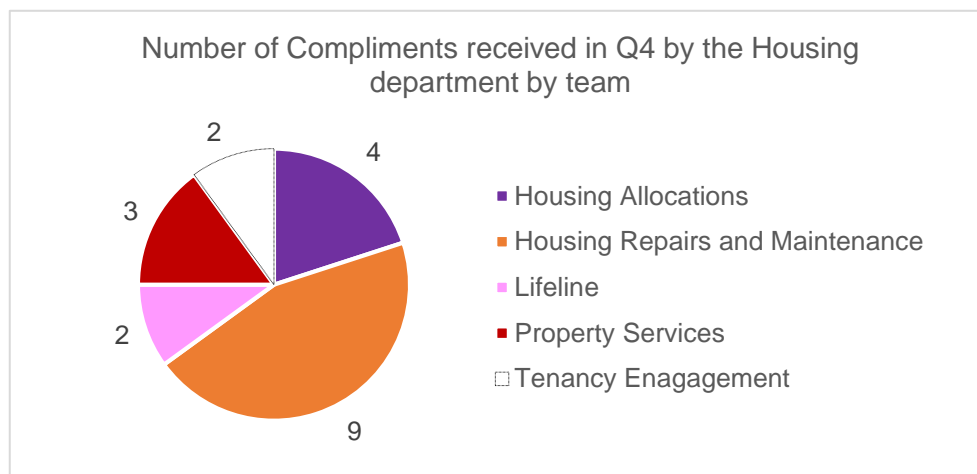
2.1 Compliments, Comments and Complaints

Some customer contacts/complaints received during Q4 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 January 2026 to 31st March 2026. 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 Q4, Housing Repairs and Maintenance received the most compliments, followed by Housing Allocations.

As also shown throughout 2025-26, it is useful to note whilst repairs and maintenance have 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.

Compliment themes for Housing Repairs and Maintenance included:

- Friendly, polite and approachable behaviour from operatives
- Professionalism consistently demonstrated

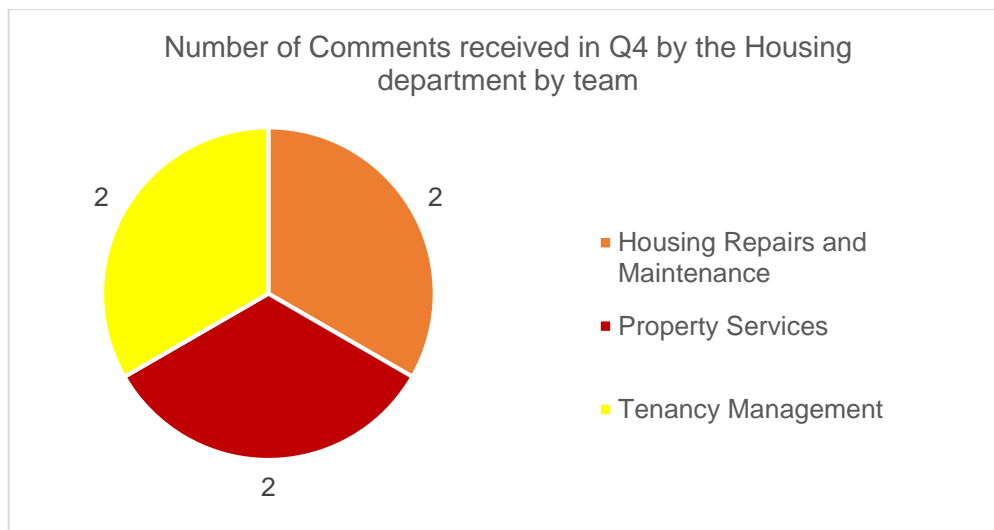
- Operatives going above and beyond to support residents / delivering excellent work
- Clear explanations and helpful communication
- Clean and tidy working practices
- Care taken with customers' homes and belongings
- Positive experiences across multiple operatives and repairs

Compliment themes for Housing Allocations included:

- Exceptional or outstanding service
- Professionalism
- Support provided during stressful or difficult situations
- Kind, caring and supportive behaviour

Comments

There were 5 comments received for the period 1st January 2026 to 31st March 2026 and 100% were acknowledged and passed to the respective department within the target time of 5 working days, for consideration when reviewing their service.



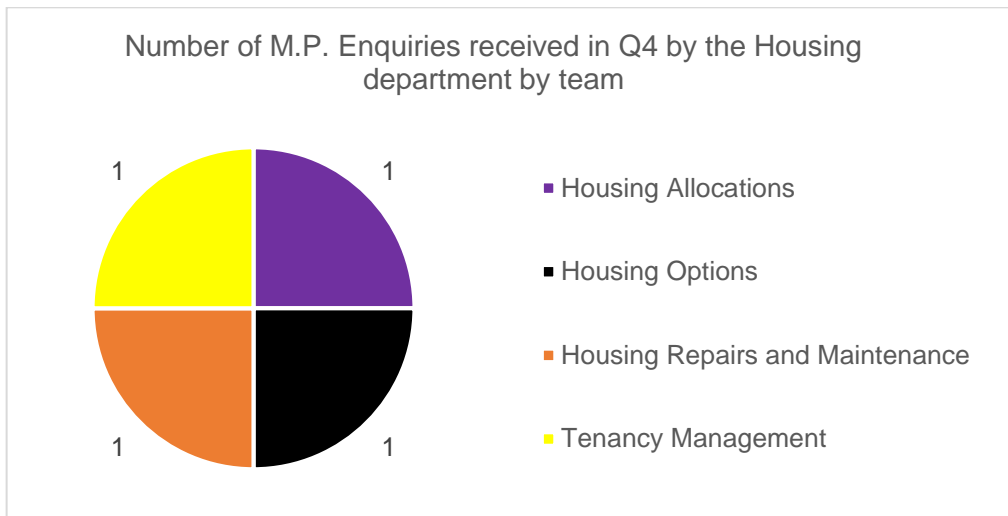
Comments were equally split for Housing Repairs and Maintenance, Property Services and Tenancy Management. No themes could be derived from this data.

MP Enquiries

In the period 1st January 2026 to 31st March 2026, the Housing department received 4 M.P. Enquiries.

The Complaints team have witnessed a low number of M.P. Enquiries since early 2024. 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

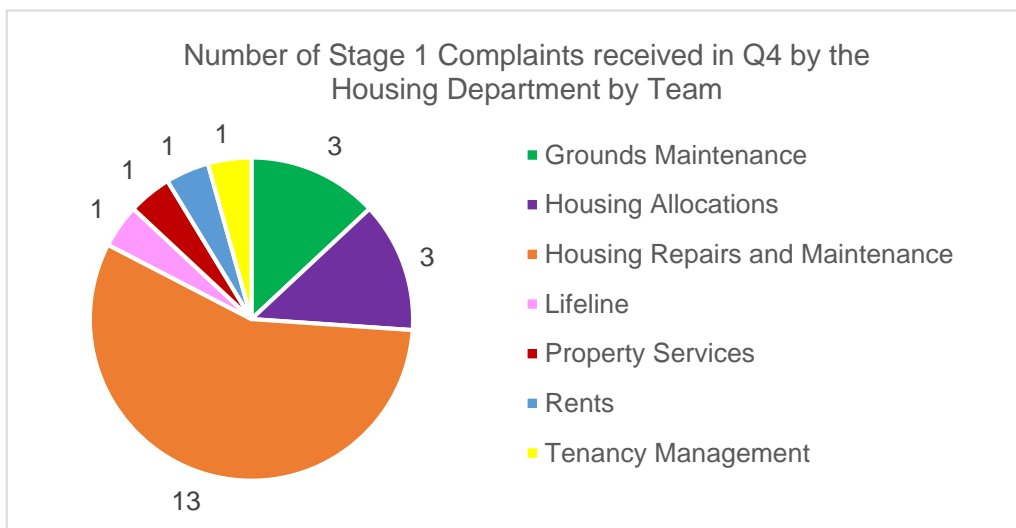
have led to a reduction in MP Enquiries as constituents are being appropriately advised of the action required and being dealt with through other Council processes i.e. as a service request/first enquiry.



As all M.P. Enquiries received were for different teams, no themes could be derived from the data.

Complaints – Stage 1

In total 18 Stage 1 Complaints were recorded from the 1st January 2026 to 31st March 2026.



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 Housing Repairs and Maintenance followed by Grounds Maintenance and Housing Allocations.

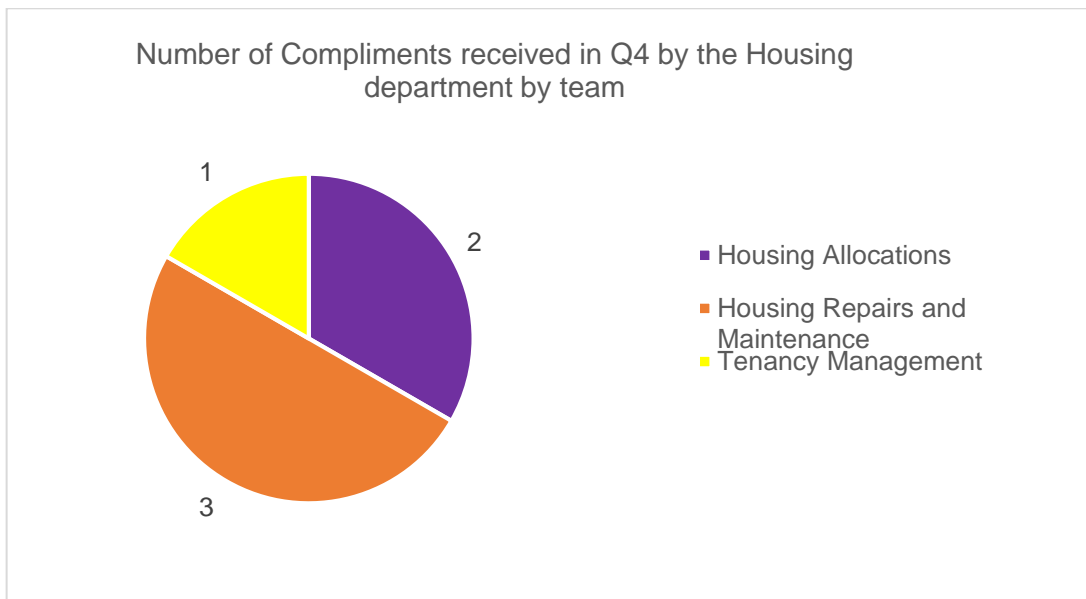
Complaint themes for Housing Repairs and Maintenance included:

- Dissatisfaction with repair work
- Delays and outstanding repairs
- Poor communication about repairs
- Reports of damp and mould
- Concerns about overall property condition

For Housing Allocations, the majority of complaints related to the handling of housing cases/applications when damp/mould was present. Grounds Maintenance themes included overgrown/poorly maintained areas and a lack of action to tackle issues.

Complaints – Stage 2

3 Stage 2 complaints were recorded, from the 1st January 2026 to 31st March 2026. All stage 2 complaints have been responded to within our customer service standard and the Housing Ombudsman Code of 20 working days.



Most stage 2 complaints were for Housing Repairs and Maintenance. The only themes that could be derived were related to damp and mould and housing applications to relocate.

Ombudsman

No Ombudsman complaints were reviewed during this period.

Summary for Quarter 4 2025/26

	Jan	Feb	Mar	Total
Compliments	6	9	5	20
Comments	2	1	2	5
Stage 1 Complaints	7	5	6	18
Stage 2 Complaints	0	3	0	3
MP Enquiries	0	1	2	3

Complaints Feedback

During Q4, the following service improvement was implemented as a consequence of complaints.

1. Going forward, staff will ensure that if a call needs to be terminated, the caller is clearly informed of the reason and is given a warning before the call ends.
2. In the future, the Repairs Admin team will liaise with the Finance department to ensure that a cancellation invoice is sent from either department.
3. The Street Scene Co-ordinator has added a shrubbed area of the communal garden to their maintenance schedules to ensure work is carried out annually.

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.

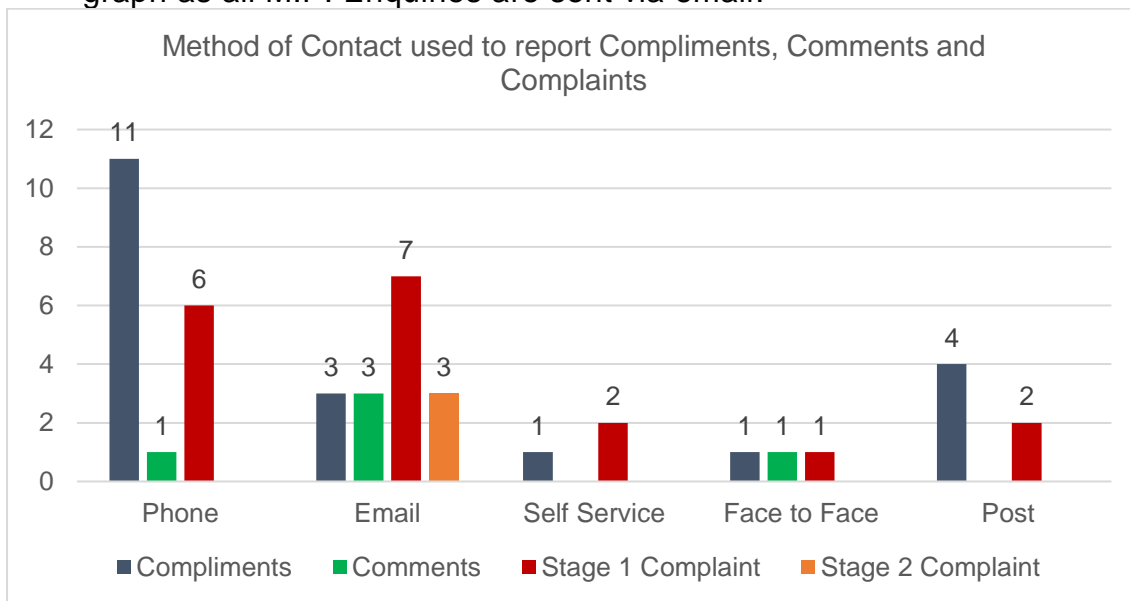
Method of Contact

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, most compliments were made via telephone, followed by post. Stage 1 Complaints were mostly made via email followed by telephone and Stage 2 Complaints were only made by email.

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 100% of the data for Q4.

Comparison to Q4 2024-2025

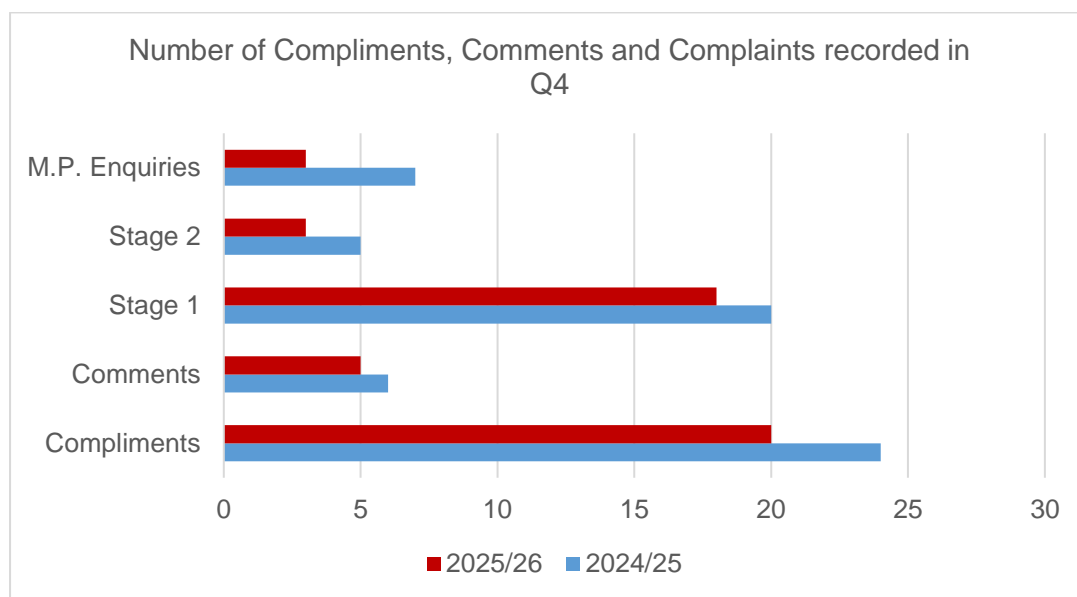
	2024/25	2025/26
Compliments	24	20
Comments	6	5
Stage 1	20	18
Stage 2	5	3
M.P. Enquiries	7	3

The data for Q4 2025/26 shows a slight reduction in overall customer contact compared with Q4 2024/25, with small decreases across all categories. Overall, the dataset indicates a stable pattern of engagement, with a marginally lower volume of customer interactions while maintaining consistent service trends.

Across both years, the Q4 data shows that phone contact remained the most common method for all types of feedback, showing consistent use. Email continued to be a key channel but saw a drop in compliments and comments in Q4 2025/2026, though it still generated a similar level of complaints. Self-service and face-to-face contact were used less frequently in both years, with only small variations. Post, which was not used at all in Q4 2024/2025, became a more

active channel in Q4 2025/2026, generating several compliments and Stage 1 complaints.

In Q4 2024/2025, feedback was received from a mix of council tenants, wider district residents, and a small proportion of unknown contacts. However, for Q4 2025/2026 the dataset shows 100% of contacts coming from council tenants. This shift is not a reflection of a change in who provided feedback, but instead the result of a change in reporting practice introduced at the start of 2025/2026. From this point onwards, only tenancy-related cases were included to align our reporting with Housing Ombudsman expectations, meaning non-tenancy housing enquiries or wider resident contacts were no longer counted in this dataset.



Comparison to Q1, Q2 and Q3 2025-2026

	Q1	Q2	Q3	Q4
Compliments	20	29	32	20
Comments	5	3	4	5
Stage 1	25	18	22	18
Stage 2	4	3	2	3
M.P. Enquiries	2	3	1	3

Customer contact remained broadly consistent across the four quarters of 2025/2026, with some expected variation between categories. Compliments increased steadily from Q1 to a peak in Q3 before reducing again in Q4, while comments stayed low and stable throughout the year. Stage 1 complaints were highest in Q1, fell in Q2, and then saw a small increase in Q3 before reducing again in Q4. Stage 2 complaints remained low across all quarters, with only

minor fluctuations. M.P. enquiries also stayed minimal, with small increases in Q2 and Q4. Overall, the quarterly data shows a stable pattern of customer engagement with no significant shifts in contact volume.

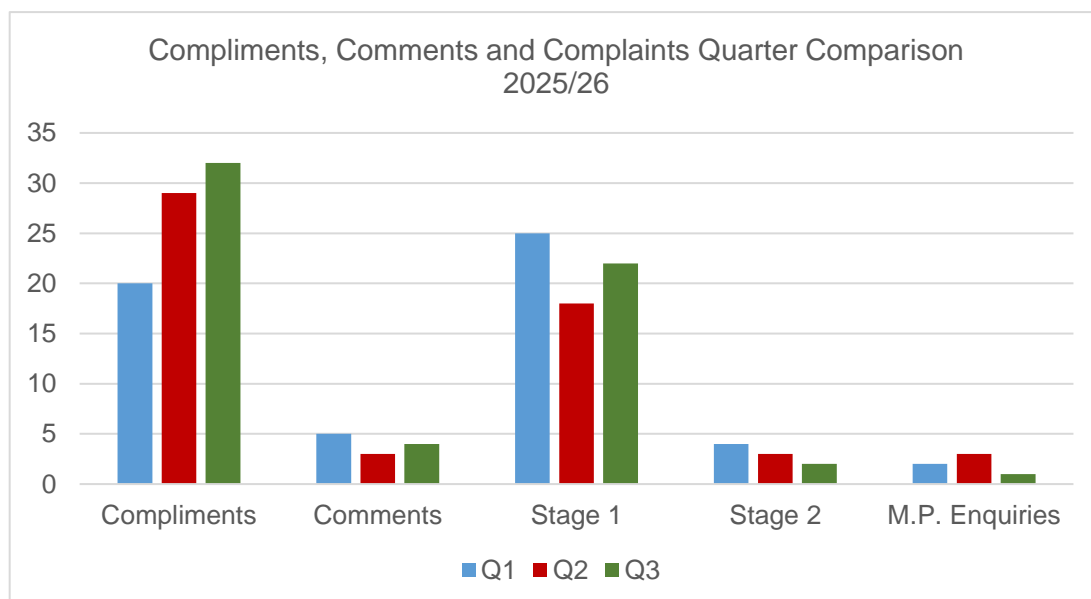
Housing Repairs & Maintenance continued to be the highest area for both compliments and Stage 1 complaints in Q4, consistent with all previous quarters. Housing Allocations saw a small rise in both compliments and complaints in Q4 compared with earlier quarters. Grounds Maintenance complaints were higher in Q4 than in Q1–Q3. Other departments saw lower or stable contact levels with no significant change across the year.

Q4 compliment themes for Housing Repairs & Maintenance and Housing Allocations were consistent with Q1–Q3: professionalism, helpfulness, communication, and positive customer experience. No new themes emerged in Q4.

Q4 complaint themes aligned with patterns across Q1–Q3, particularly for Repairs: delays, communication concerns, damp/mould, and repair quality. Housing Allocations complaints continued to centre around handling of housing applications (same as Q1–Q3). Grounds Maintenance complaints again related to overgrown areas and perceived lack of action, consistent with earlier quarters.

Across all four quarters, telephone and email remained the dominant contact methods, replacing historic reliance on post. Q4 followed the same pattern as Q1–Q3, with telephone continuing as the main route for compliments, and email and telephone remaining the key channels for Stage 1 and Stage 2 complaints.

Q4 showed a sharper concentration of tenant-submitted contacts (100%), compared with Q1–Q3 where tenants consistently made up the majority (around 90%). The year-long pattern of tenants driving most contacts remained unchanged.



Compliments/complaints for Q4 included:

Compliments	Complaints
Customer complimented the Gas Operative for being mild, friendly, patient and considerate.	Customer has complained regarding their daughter's housing application and mould at their property.
Customer passed on their thanks for the improvements at one of the Council's Independent Living schemes. They were very impressed with the standard of work carried out and feel it is much improved, and they are very grateful.	Customer is dissatisfied with the response from the Repairs Co-ordinator and communication regarding the outstanding repairs on their property.
Customer complimented the Repairs Operative for the work they have completed. They stated they have done an excellent job and gone above and beyond; the customer is highly satisfied.	Customer is complaining about Grounds Maintenance not taking enough action in regard to a fence.
The tenant complimented the Allocations Officers for being absolutely exceptional, professional and kind.	Son has complained regarding the handling of their mother's housing situation and housing repairs required.
The customer has complimented the Warden at an independent living facility, describing them as excellent and efficient, with a pleasant manner. They report that the Warden is always ready to help with any problems, keeps the place running very well, and does so with a smile. The customer feels the Warden makes life very interesting with things like craft mornings and bingo.	Customer is complaining on behalf of their son regarding the condition of the property and outstanding repairs.

Compliments	Complaints
<p>Customer was really impressed with the Repair Operative who fit their radiator. They were professional, moved furniture around, wore plastic shoe coverings, covered the floor and cleaned up after themselves. The customer also complimented all other Repair Operatives who had attended their property as they have always provided good service.</p>	<p>Constituent has complained regarding black mould at their mother's property.</p>
<p>The customer wanted to say how polite and professional the Repair Operatives were. They were very clean and tidied up after themselves.</p>	<p>Customer is not happy with parking of Dragonfly vehicles on a building site.</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.

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