



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 28th July 2026

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

Report for Housing Services Quarter 1 – 1st April 2026 to 30th June 2026

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 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 Housing Services.
 - To provide information on the number of compliments, comments and complaints received for Tenant related matters for the period 1st April 2026 to 30th June 2026.
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REPORT DETAILS

1. Background

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

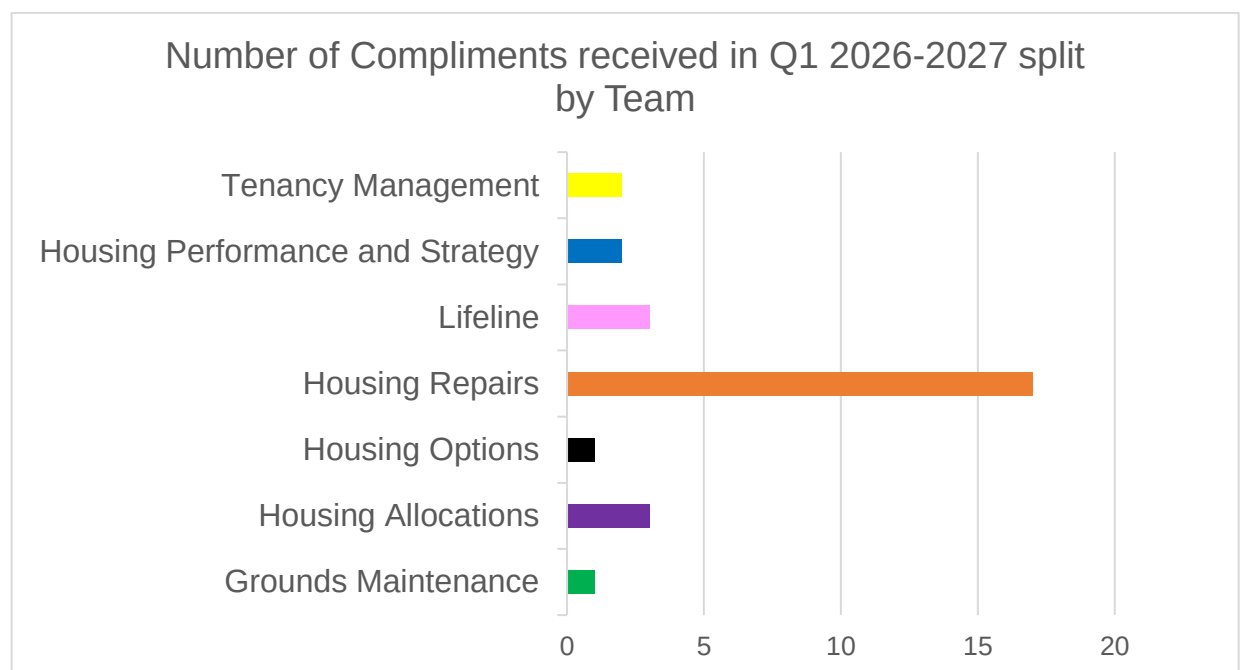
2. Details of Proposal or Information

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.

Compliments

In total 27 compliments were received during the period 1st April 2026 to 30th June 2026. Compliments were received from customers who appreciated excellent service. The bar chart below shows the breakdown across the teams.

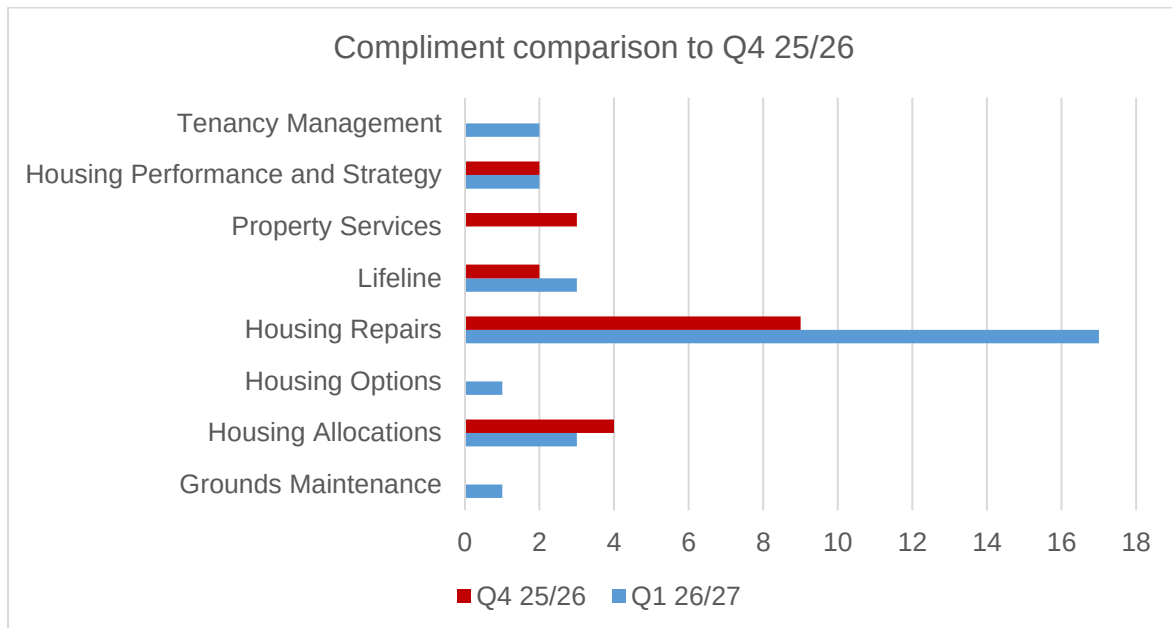


Analysis of compliments received during Q1 shows that Housing Repairs received the highest number, followed by Lifeline and Housing Allocations.

Compliments relating to Housing Repairs primarily recognised the professionalism, friendliness and quality of work delivered by Repair Operatives. Customers frequently described operatives as polite, helpful and efficient, with completed work praised for its high standard and cleanliness.

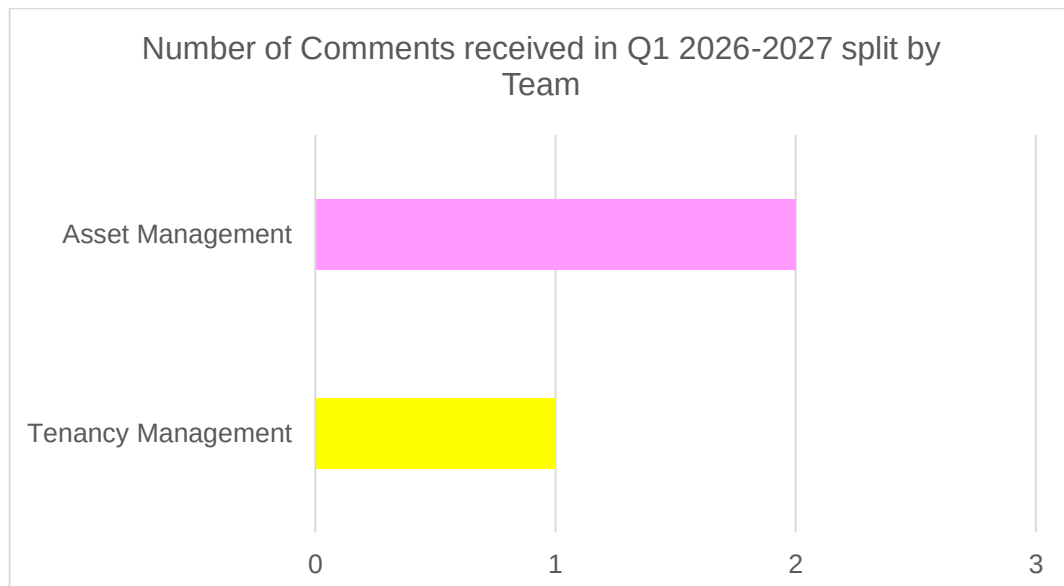
Compliments for Lifeline commonly highlighted Wardens' empathy, compassion and courteous approach, while those received for Housing Allocations praised the team's helpfulness and communication throughout the allocation process.

Compliment comparison to Q4 25-26



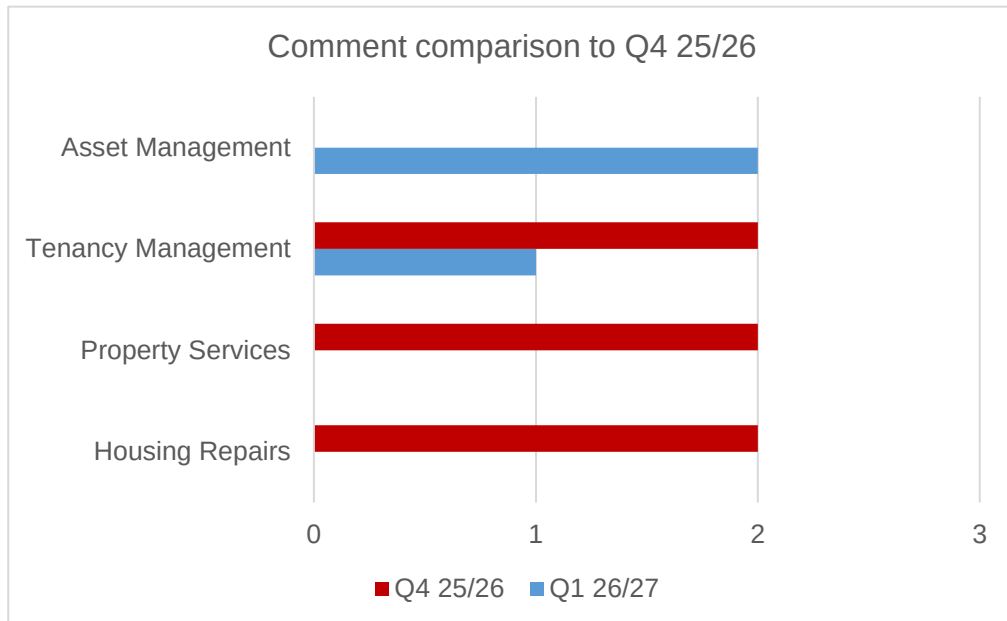
Comments

There were 3 comments received for the period 1st April 2026 to 30th June 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.



Of the three comments received during the quarter, two related to Asset Management. Due to the low volume of comments received, no meaningful themes could be identified. However, the comments raised matters relating to energy bills and communication during roofing works.

Compliment comparison to Q4 25-26



MP Enquiries

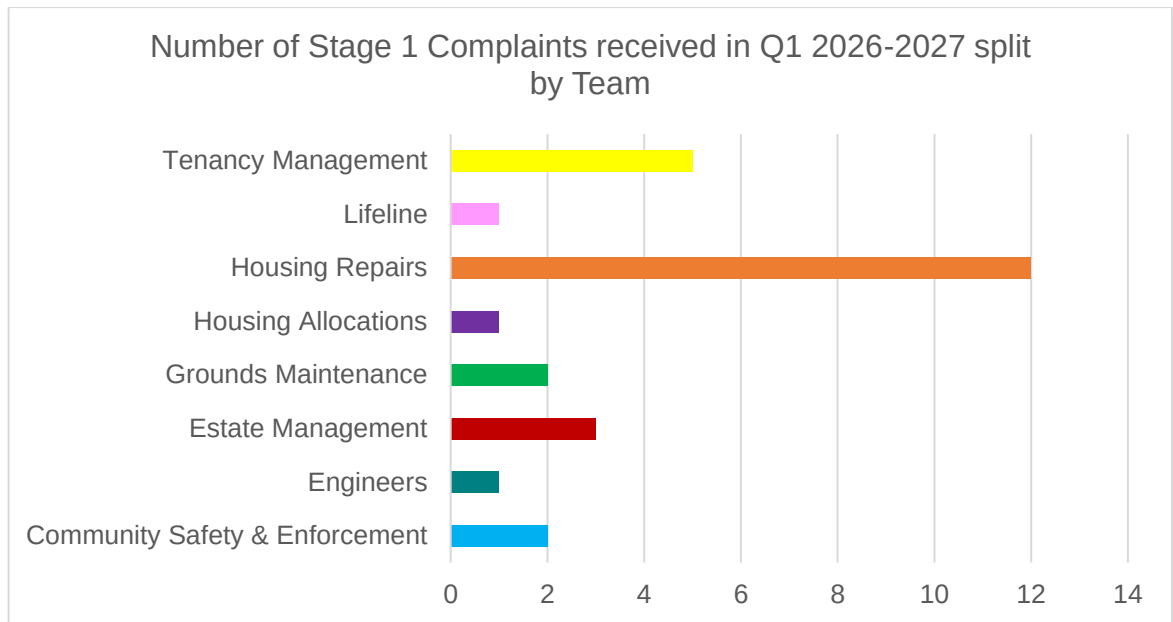
No M.P. Enquiries were received during 1st April 2026 to 30th June 2026.

This continues the trend of low enquiry volumes observed since early 2024. This may indicate that signposting constituents to the appropriate service and providing guidance on the Council's Complaints Policy is helping ensure enquiries are directed through the most appropriate channels at the earliest opportunity.

Complaints – Stage 1

In total 22 Stage 1 Complaints were recorded from the 1st April 2026 to 30th June 2026.

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



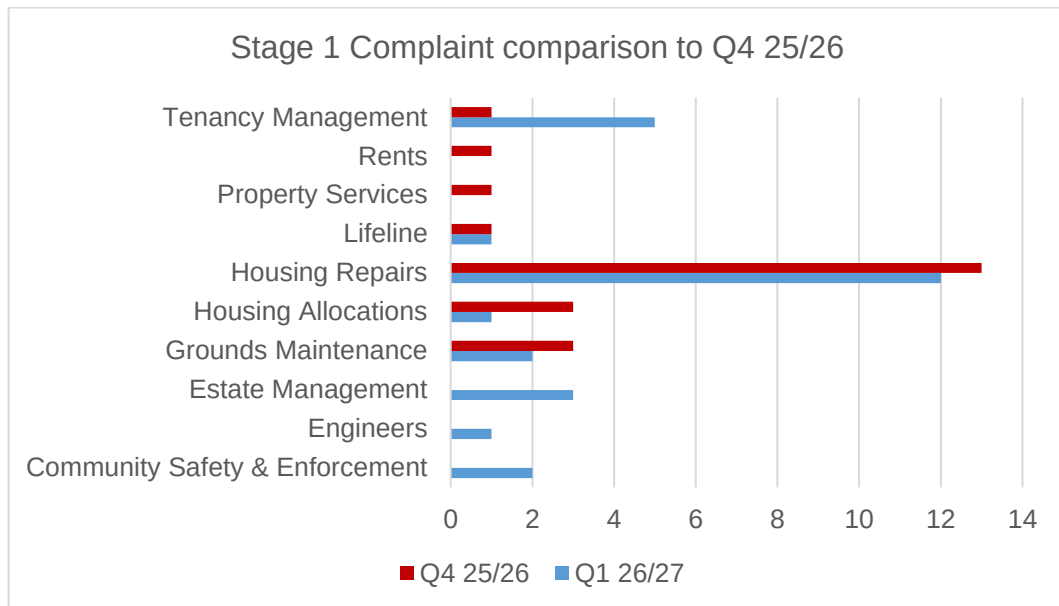
The chart above shows the breakdown of complaints received by team for those at HOS Stage 1. The largest proportion related to Housing Repairs followed by Tenancy Management, then Estate Management.

When analysing the themes of Stage 1 complaints, the predominant issues related to repairs service delivery. Recurring themes included missed appointments, delays in completing repairs and concerns regarding the quality of repair work undertaken. Other complaints related to individual issues such as damp and mould, property damage and dissatisfaction with inspections.

Tenancy Management complaints primarily related to communication and the handling of customer enquiries, alongside dissatisfaction with tenancy-related decisions and neighbourhood management issues, including land and parking access concerns.

All 3 complaints for Estate Management related to dissatisfaction with how the sale of Council land was handled.

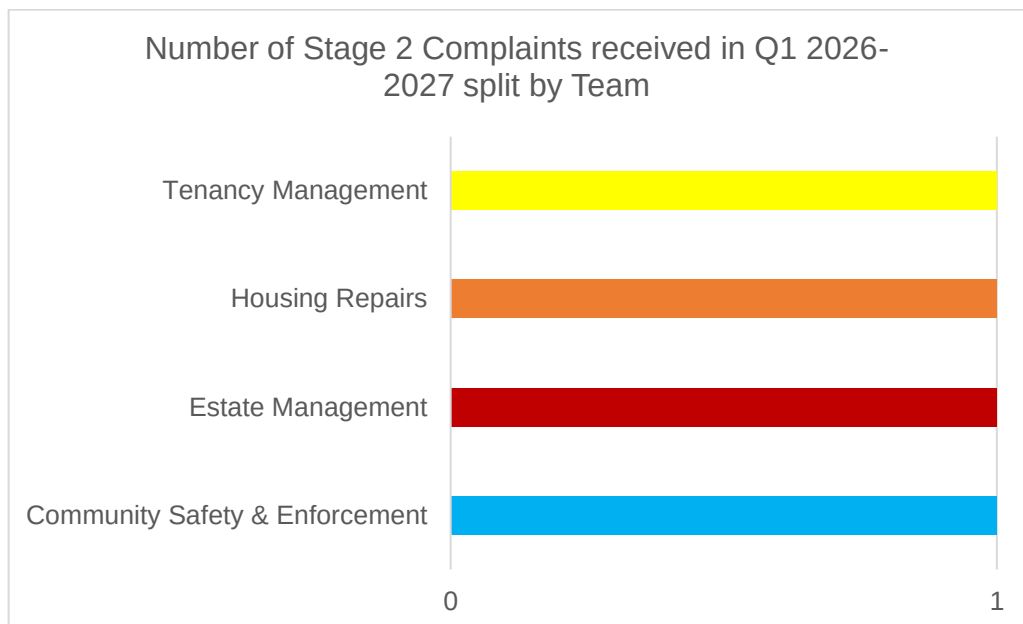
Stage 1 Complaint comparison to Q4 25-26



Complaints – Stage 2

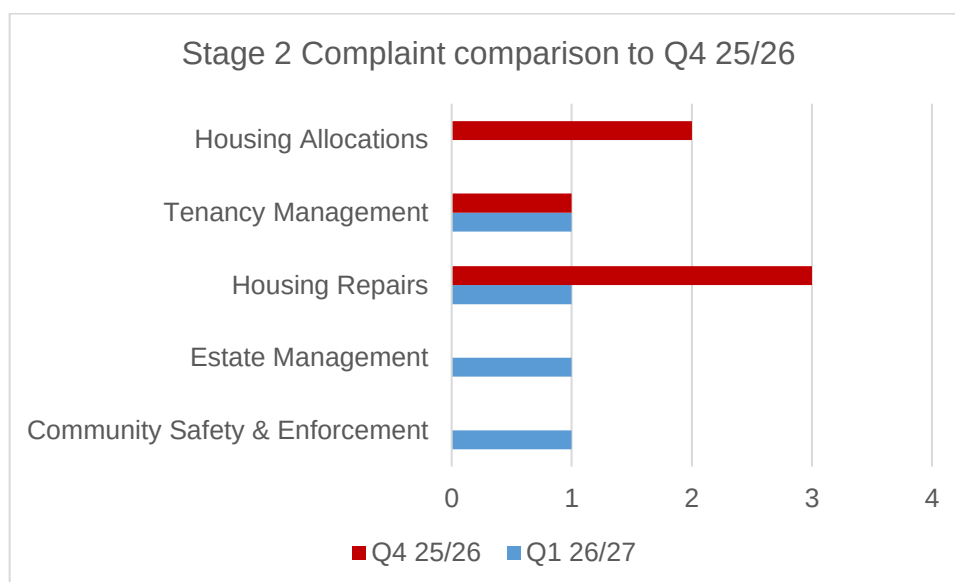
2 Stage 2 complaints were recorded, from the 1st April 2026 to 30th June 2026.

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.



One complaint related to Estate Management, while the other covered Tenancy Management, Community Safety & Enforcement, and Housing Repairs. As only two complaints were received and they related to different service areas, no recurring themes were identified.

Stage 2 Complaint comparison to Q4 25-26



Ombudsman

The Housing Ombudsman (HO) reviewed 1 complaint during this period relating to Housing Allocations, Tenancy Management and Community Safety & Enforcement; however, a decision has not yet been made regarding this case. Information was provided to the HO on the 2nd June 2026.

Summary for Quarter 1 2026/27

	April	May	June	Total
Compliments	9	10	8	27
Comments	1	1	1	3
MP Enquiries	0	0	0	0
Stage 1 Complaints	7	4	11	22
Stage 2 Complaints	0	0	2	2

Complaints Feedback

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

1. Customer Advisors are to call through to Tenancy Management Officer in the future should any customer wish to make an appointment to return their tenancy keys.
2. The Senior Repairs Co-ordinator noted the need for clearer information gathering by the Central Control Operative and improved communication from and between the Central Control Team and the Repairs Planning Team regarding aerial related and out-of-hours reports.
3. Requested that the Repairs Planning Team ensure that tenants are contacted promptly to rearrange appointments that are cancelled due to equipment failure in the future.
4. The Council will now notify adjacent owners when land previously offered to them is being auctioned and will ensure that they clearly explain inclusion decisions within future consultations.
5. The Lifeline & Independent Living Manager has implemented a new monitoring and audit system of calls
6. Email templates have been updated to be clearer to the customer regarding routine appointments and a link has been added to the template to promote the Online Repairs Portal.
7. The Council acknowledged that auctioneers failed to inform them that a board could not be sited. The Council have now requested future notification if this is the case so nearby residents can be informed of auctions.

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

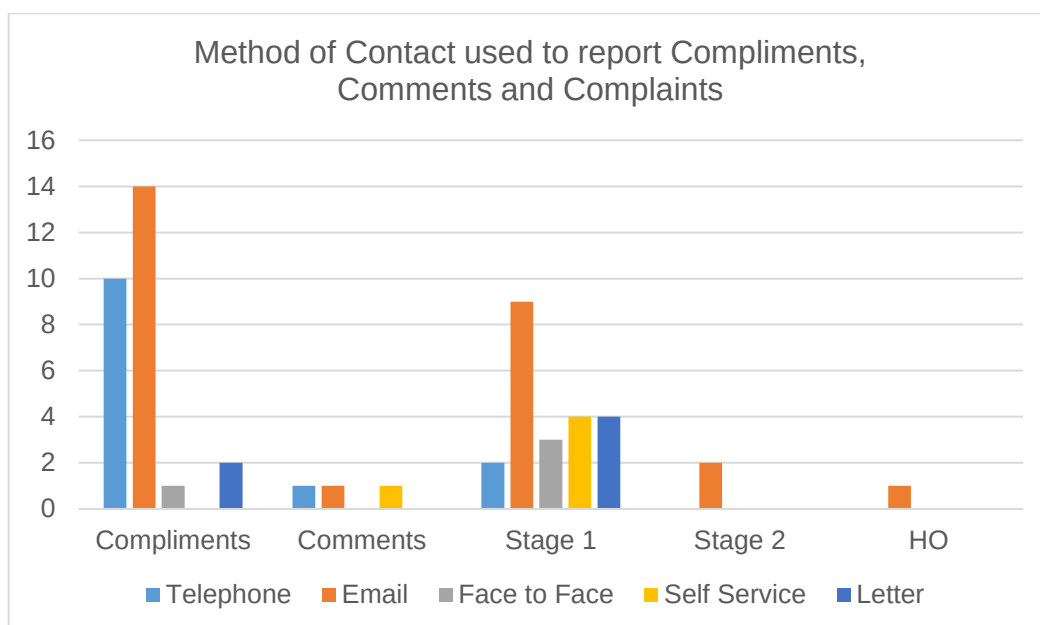
For the purposes of analysis, anything written that has come via post has been classed as 'post', this may include letters, thank you cards and feedback on posted surveys or forms.

Email and telephone remained the most frequently used methods of contact, accounting for the majority of compliments, comments and complaints received.

Email was the preferred channel for compliments (14) and Stage 1 complaints (9), while telephone also generated a high number of compliments (10) and was used across comments and complaint stages.

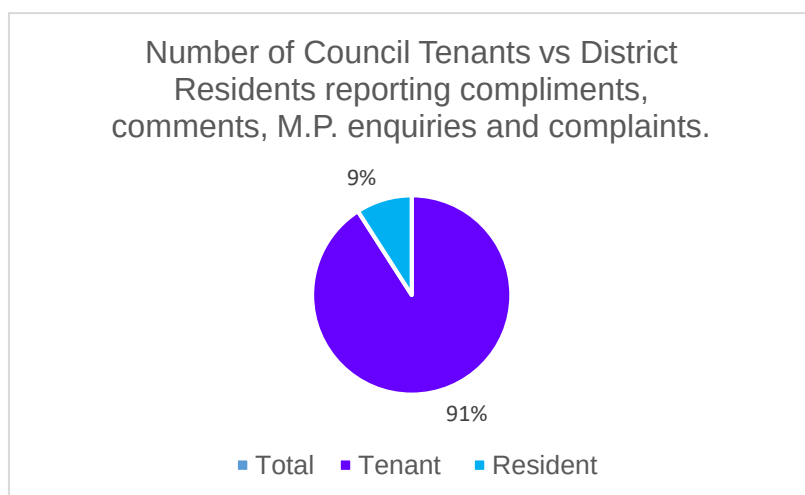
Face-to-face contact was used less frequently but accounted for three Stage 1 complaints. Self-service channels were primarily used for Stage 1 complaints (4), with one comment received through this route. Post correspondence remained a low-volume contact method, generating two compliments and four Stage 1 complaints.

Overall, the data indicates that customers continue to favour direct communication channels, particularly email and telephone, when providing feedback or raising concerns.



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 previous quarter Q4 2025-2026

	Q1 26/27	Q4 25/26
Compliments	27	20
Comments	3	5
MP Enquiries	0	3
Stage 1 Complaints	22	18
Stage 2 Complaints	2	3
HO	1	0

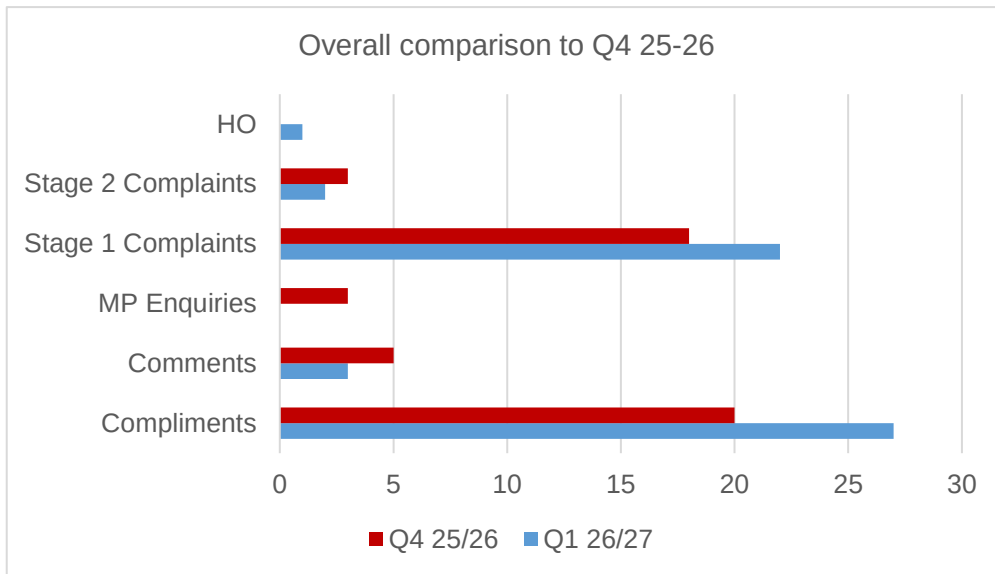
Compared with the previous quarter, the number of compliments increased from 20 to 27, reflecting a positive increase in customer satisfaction and recognition of services provided.

Stage 1 complaints also increased, rising from 18 in Quarter 4 to 22 in Quarter 1. However, Stage 2 complaints reduced slightly from 3 to 2, indicating that fewer complaints progressed beyond the initial stage of the complaints process.

The number of comments received decreased from 5 to 3, while no MP enquiries were received during Quarter 1, compared with 3 in the previous quarter. One case was received via the Housing Ombudsman, whereas no cases were recorded in Quarter 4.

Overall, customer contact levels remained similar to the previous quarter, with increases in both compliments and Stage 1 complaints balanced by reductions in comments, MP enquiries and Stage 2 complaints.

For method of contact, both quarters have shown a strong preference towards telephone and email. Both quarters showed that more tenant's were reporting compliments, comments and complaints compared to residents.



Compliments/complaints for Q1 included:

Compliments	Complaints
Customer has complimented the Warden Support Officers for being helpful, pleasant and friendly.	Customer has complained that the Repair Operatives did not complete the gutter clearing job raised during the appointment.
The customer wanted to thank the Repairs Operative that came and fitted the grab rails at their property. They said what a helpful, polite and friendly person and wanted to say what a great job they did.	Customer is dissatisfied with the quality of works by the Council's Contractor, that there is remaining works and other works as a result of the water damage.
Customer would like to compliment the Repairs Operative who attended the same day as their shower broke and fitted a new one. They wanted to say thank you for the fast response and it being sorted out, it was very much appreciated.	Customer is unhappy concerning the conduct of a Warden during a recent incident at an Independent Living Facility.

Compliments	Complaints
The customer complimented the Repairs Operative for explaining everything clearly to help them understand the situation, and said they are very grateful as this has helped them so much. The customer would like to thank them for their actions and for how lovely and caring they were.	Customer is unhappy with the lack of communication regarding access to parking and a Council property.
The customer has congratulated the Tenant Participation Team on the Newsletter. They think it was the most informative yet and wanted to say well done all.	Customer is unhappy with the handling of the sale of Council land.
Customer has complimented the Housing Tenancy Assistant and Housing Allocations Assistant for their helpfulness and availability during their tenancy visit. They have also complimented the Housing Options Officer who was amazing, very helpful, kept in touch every week and was easy to contact and talk to.	The customer is dissatisfied with the decision made regarding alterations at a neighbouring property as they do not think the Council have considered their issues when making the decision.
Customer wanted to give the Housing Allocations Officer a big thank you for their help with the customer's housing circumstances.	Customer has reported a Repairs Operative for parking dangerously.

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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