

## Appendix 1

**Summary of Complaints and Compliments  
1 April 2024 – 30 June 2024**

**Breakdown of complaints over the last 3 years (annual figure)**

Year	Stage 1	Stage 2	Ombudsman
2023/24	407	73	10
2022/23	302	72	13
2021/22	244	41	10

**Breakdown of number of complaints upheld (quarter 1 2024/25)**

Determination	Stage 1	Stage 2	Ombudsman
Upheld	47	9	0
Not Upheld	60	13	0

**Complaints received**

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	LLeisure Ltd
Number of Stage One complaints	107	77	11	18	1	0
No. of complaints concluded under Stage Two	22	21	0	1	0	0
No. of complaints determined by the Ombudsman	0	0	0	0	0	0

The Council has registered a total of 107 stage one complaints in the first quarter. A total of 22 complaints have been concluded under stage two of the complaint procedure and no complaints have been determined by the Ombudsman. A further breakdown of departmental complaints by section is shown below.

**Breakdown of Complaints and Compliments by Department and Section****Chief Executive's Department**

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Development Control	8	5	0	0
Housing and Income	5	1	0	6
Housing Repairs	38	9	0	9
Housing Operations	20	4	0	23

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Housing Strategy	4	1	0	0
Communities	1	1	0	0
Environmental Health	1	0	0	1
<b>Total</b>	<b>77</b>	<b>21</b>	<b>0</b>	<b>39</b>

### Deputy Chief Executive's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Capital Works	6	0	0	1
Revenues	5	0	0	0
<b>Total</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>1</b>

### Executive Director's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Civic	0	0	0	1
Environment	2	0	0	2
Waste and Recycling	15	0	0	0
Bereavement Services	1	1	0	8
<b>Total</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>11</b>

### Monitoring Officer's Department

Service Areas	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Democratic Services	1	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

### Liberty Leisure Ltd

Service Area	Stage 1 Complaints	Stage 2 Complaints	Ombudsman Complaints	Compliments
Bramcote Leisure Centre	0	0	0	0
Chilwell Leisure Centre	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The Business Development Manager of Liberty Leisure has confirmed that no formal complaints have been received and provided reassurance that only service requests and minor service issues have been identified that did not require escalation to a complaint.

**Stage 1 - Formal Complaints to the Service Department****Time taken to acknowledge receipt of stage one complaints:**

	Total	Chief Executive	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Time taken to acknowledge complaints – 1 to 5 days	107	77	11	18	1	0
Time taken to acknowledge complaints - more than 5 days	0	0	0	0	0	0

**Time taken to respond to stage one complaints:**

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 10 working days	102	72	11	18	1	0
Over 10 working days	5	5	0	0	0	0

The following tables highlight the service areas that failed to respond to complaints within the target time in the first quarter, and the number of complaints where the target date was extended.

It should be noted that there has been a reduction in complaints being concluded outside of 10 working days.

Five complaints fell outside of the 10 working day due to Officer leave. The complaints were not correctly re-assigned to an appropriate Officer to deal with during the absence.

The Complaints Team continues to monitor the performance of the Housing Repair complaints to ensure that they continue to be dealt with in line with the complaints procedure.

The Housing Repairs Team has been reminded by the Complaints Team of the need to contact complainants where the initial deadlines cannot be met. Furthermore, the Housing Repairs Team has been provided a reminder to respond to the complainant with the full response or to agree an extension with the Complaints Team when the 10 working day deadline cannot be met. Where issues have been identified, such as Housing Repairs, the

Complaints Team works with the Head of Service to implement improvements in areas that are required. This is further reviewed by the Housing Improvement Board (HIB). The role of the HIB is to ensure that the Housing stock and practises are fit for purpose. The Complaints Team reports to the HIB on its findings regarding complaints and the learning outcomes that have been and require implementation.

Directorate / Section	Chief Executive	
	Number responded to outside of 10 working days	Number of complaints where an was extension sort
Housing Repairs	5	5
<b>TOTAL</b>	<b>5</b>	<b>5</b>

## Appendix 2

**Stage 2 - Formal Complaints**

A total of 22 formal complaints have been responded to in the first quarter; all of which were acknowledged within the five working day timescale. The complainant was notified that the initial 20 working day deadline could not be met. An extension was required to a stage 2 complaint due to conflicting information and records on the Housing Repairs system.

Reasons for the delays include:

- Further information being required from the complainant.
- Further information being required from the department complained about.
- Complexity of the complaint including in-depth research required.
- Resource issues.

**Time taken to respond to stage two complaints:**

	Total	Chief Executives	Deputy Chief Executive	Executive Director	Monitoring Officer	Liberty Leisure Ltd
Less than 20 working days	21	20	0	1	0	0
Over 20 working days	1	1	0	0	0	0

**1. Complaint against Planning**

Response – 20 working days

**Complaint not upheld**Complaint

The complainant contacted the Council and complained that there had been a lack of action to undertaken enforcement measure against a neighbouring property.

Council's response

The Council had actively investigated the issues that had been raised and had provided the complainant with the correct advice.

As the development the complainant had raised the enforcement issue against does not have enforceable conditions attached to it, the Council was unable to take action.

Furthermore, the Environmental Health Team had been in regular contact with the complainant regarding the noise issues and had provided the correct advice by requesting that diary sheets were filled in and returned in order to monitor the noise. As the

complainant did not provide the diary sheets, the Environmental Health Team was unable to take any further action.

### Head of Service Comments

The Council correctly investigated the reported breach of planning conditions.

## **2. Complaint against Housing Repairs**

Response – 20 working days

### **Complaint upheld**

#### Complaint

The complainant contacted the Council and stated that there had been a lack of action to remove damp and mould from their property.

#### Council's response

There had been unreasonable delays in the Housing Repairs Team logging and completing the necessary works and keeping the complainant updated.

These delays occurred due to the Council not attending an inspection/or recording the result of the inspection. Due to the Council records being incomplete, this resulted in the Council delaying the works necessary to remove the damp and mould.

Furthermore, the Housing Repairs Team delayed procuring a contractor to repair the bathroom leak that may have been contributing the damp and mould at the property. Part of these works were to apply anti-fungal mould wash that were also delayed.

This delay occurred due the Housing Repairs Team not approving the quote for the works in a timely manner. This further delayed the repairs to the property.

This resulted in a six-month delay in the Council initially undertaking the repairs to the bath and mould treatment.

The complainant was offered £2,000 compensation. This was broken down in to:

- £500 for the delays and inconvenience caused by the repairs not being booked in a timely manner in the first instance.
- £500 compensation for the distress and/or hardship caused by the poor communication provided by the Housing Repairs Team and for the delays that occurred in repairs being booked.
- £1,000 toward the items that have been damaged by the damp and mould.

### Head of Service Comments

The Council recognises the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team has been reminded of their responsibility in booking works in a timely manner.

### Complaint Team Recommendations/actions

- The responsibility to effectively communicate with tenants/complainants, especially where delays were anticipated or had occurred.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they completed in a reasonable timeframe whether being completed by the Council or referred to Contractors.
- To keep the tenant/complainant updated of any issue that would delay the completion of the works.
- Additional training was provided to the Housing Department in March 2024 regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs Team was required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training.
- The Housing Department had undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council had implemented actions to ensure that records are regularly monitored and updated.
- The Housing Repairs Team had since updated their process for logging repairs. This includes, giving Housing Repairs Inspectors allocated times for logging works to ensure that these are done promptly.

### **3. Complaint against Planning**

Response – 20 working days

**Complaint not upheld**

#### Complaint

The complainant contacted the Council and stated that there had been a lack of action to undertaken enforcement measures against a neighbouring property.

#### Council's response

The Council had actively investigated the issues raised and had provided the correct advice. The Council had determined that no further action was required as the development would likely have been approved if the correct application had been submitted. Furthermore, it was determined that the structure did not affect the complainant's amenity and the complainant's local Councillors did not wish to pursue this matter following consultation.

The Council had taken the correct action while investigating this issue.

#### Head of Service Comments

The Council correctly investigated the reported breach of planning conditions.

#### **4. Complaint against Housing Repairs**

Response – 20 working days

#### **Complaint upheld**

##### Complaint

The complainant contacted the Council and complained that there had been a lack of action to repair a storage heater at their property and to make secure a roof that was letting pests in. This took place during the complainant's pregnancy.

##### Council's response

There had been unreasonable delays in the Housing Repairs Team logging and completing the necessary works and keeping the complainant updated.

These delays occurred due to the Council not correctly logging and undertaking the repairs. This was further exacerbated by the Housing Repairs Team not following up on the completion of these repairs following their logging and cancelling them incorrectly.

Furthermore, when the repair was initially undertaken, the Housing Repairs Team did not have the correct part which further delayed the repair to the heater.

While the heater in the hallway had failed, the heating for the rest of the property was functioning correctly.

The Council recognises that the complainant had experienced an issue with pests at the property due to the coving not being sealed correctly. The Council attended to this issue when reported but it was recognised that this has caused further distress.

The complainant was offered £1,180 compensation. This was broken down in to:

- £500 for the inconvenience, delays, distress and/or hardship caused by Council delaying the repair of the heater in the winter months and during the complainant's pregnancy.
- £500 compensation is for the inconvenience, distress and/or hardship caused by the poor communication provided by the Housing Repairs Team.
- £180 for a pest control service.

##### Head of Service Comments

The Council recognised the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team was reminded of its responsibility in booking works in a timely manner.

##### Complaint Team Recommendations/actions

- To monitor all works to ensure that they were completed in a reasonable timeframe whether being completed by the Council or referred to contractors.



- To keep the tenant/complainant updated of any issue that would delay the completion of the works.
- Additional training was provided to the Housing Department in March 2024 regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs Team is required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training.
- The Housing Department has undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implemented actions to ensure that records are regularly monitored and updated.
- The Housing Repairs Team has changed the process for how jobs are abandoned on the logging system to ensure that repairs are being abandoned correctly and not in error. This involves checking the repairs to ensure that the appropriate action has been undertaken before it is closed.

## **5. Complaint against Housing Repairs**

Response – 20 working days

**Complaint not upheld**

### Complaint

The complainant contacted the Council and stated that there had been delays in the Council repairing the floor at their property. Due to the extensive works, temporary accommodation was offered to the complainant. The temporary accommodation offered to the complainant was poor due to other guests staying at the location.

### Council's response

The Housing Repairs Team undertook the appropriate action to repair the flooring and sourcing an alternative accommodation while the repairs took place.

In recognition of the complainant's items being removed from the lounge to the bedroom to facilitate the repair, the Council sourced the complainant alternative accommodation.

The Council expressed sympathy that the complainant did not feel comfortable at the temporary accommodation. However, there was no information to suggest that the Council acted inappropriately when sourcing this accommodation.

Furthermore, the Council undertook the repairs to the floor in a timely manner with works commencing on 2 April 2024 and being fully completed on 4 April 2024.

### Head of Service Comments

The Council had taken the appropriate action by inspecting and advising the complainant in a timely manner.

## **6. Complaint against Housing Repairs**

Response – 20 working days

**Complaint upheld**

## Complaint

The complainant contacted the Council and stated that there had been difficulties in contacting the Out of Hours' Service and operatives did not wear overshoes when entering their property.

## Council's response

There were was an issue with the complainant contacting the Out of Hours Service in the first instance and the Out of Hours operative who initially attended the property did not have overshoes. As the operative did not have overshoes, the complainant did not let them into the house and this caused an initial delay in the boiler being repaired.

The Council completed the repairs to the boiler when they were reported and the correct action was undertaken in undertaking surveys to determine the fault. Each repair was completed over bank holiday periods without the need for the complainant to wait until normal office hours to receive the service. However, a delay occurred when the Out of Hours operative did not check the condensate pipe in the first instance. This was identified in follow up visit and was repaired.

A technical issue arose which meant that the calls were not being correctly transferred to the Out of Hours Service. The Council is continuing to monitor this to ensure that the systems are working as intended.

The complainant was offered £250 compensation. This was due to the inconvenience, delays, distress and hardship caused by Council delaying the repair in the first instance due to the fault in the telephone service and for the operative not having overshoes.

## Head of Service Comments

The Council recognises the inconvenience caused the technical difficult in reporting the repair in the first instance and for the operative not having overshoes.

## Complaint Team Recommendations/actions

- Ensure the Housing Repairs Team and Out of Hours operatives are reviewing the condensate pipes in the first instance to ensure this is not the cause of the fault when attending to boiler repairs.
- Monitor the Out of Hours Service phone lines to ensure these are working correctly. This is being monitored by the Council's Tenant Panel and by the Housing Repairs Team.
- Remind the Out of Hours operatives to always carry overshoes with them and not to be taking shoes off during repairs.
- Remind the Out of Hours Service to correctly manage the expectations of individuals.

## **7. Complaint against Housing Operations**

Response – 20 working days

**Complaint not upheld**

### Complaint

The complainant contacted the Council and stated that their neighbour had stolen part of their garden and the Council was not assisting in rectifying the issue.

### Council's response

The Council had informed the complainant of which garden was allocated to their property in 2020. The entirety of the rear garden had been sold to the leaseholder in 2003 under the Right to Buy scheme. Therefore, this garden no longer belonged to the Council.

While the complainant had been granted access to the rear garden by the owner, this access has been removed.

The Council was unable to grant access to this garden as it no longer belonged to the Council and is owned legally by their neighbour.

The complainant had been informed of this and that the Council cannot return part of the rear garden.

### Head of Service Comments

The Council had undertaken the correct action by providing the complainant the details of which garden belonged to them.

## **8. Complaint against Housing Income**

Response – 20 working days

### **Complaint upheld**

### Complaint

The complainant contacted the Council and stated that the Housing Income mistakenly sent a text message intended for them to their neighbour.

### Council's response

The Housing Income Team incorrectly sent a text message that was intended for the complainant to their neighbour. The text message requested that the complainant contact the Housing Income Team and did not disclose any further information.

While the text message did not disclose any personal details to the neighbour the Council recognises that this had caused distress.

### Head of Service Comments

It was recognised that the text message was incorrectly sent. A reminder of the importance of data protection was provided to the Housing Income Team.

## **9. Complaint against Housing Repairs**

Response – 20 working days

### **Complaint upheld**

#### Complaint

The complainant contacted the Council and stated that there were delays in repairing the guttering at their aunt's property despite being reported on several occasions.

#### Council's response

There had been unreasonable delays in the Housing Repairs Team identifying the necessary repairs in the guttering at the complainant's aunt's property.

While the Housing Repairs Team had attended the aunt's property in a timely manner and undertook works to remove blockages from the guttering, there was a failure to identify that the guttering required repairing to fix the leak on a permanent basis.

This resulted in the Council not permanently repairing the gutter for two years and caused an issue with damp and mould at the property.

The complainant and their aunt were offered £250 and £1,945 compensation. This was broken down in to:

- £250 compensation is for the inconvenience, distress and/or hardship caused by the poor communication provided by the Housing Repairs Team and for the complainant having to repeatedly register the repair to the guttering on behalf of their aunt.
- £1,695 for the replacement of the decorating and carpet that have become damaged by the leak.
- £250 compensation for the inconvenience, delays, distress and/or hardship caused by Council not identifying the leak and permanent repair to the guttering in the first instance.

#### Head of Service Comments

The Council recognised the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team was reminded of their responsibility in booking works in a timely manner.

#### Complaint Team Recommendations/actions

- Ensure that all repairs are fully investigated to ensure they are fully completed in the first instance.
- Ensure that tenants and their representatives are provided updates and communication in a timely manner and as requested.
- Specific training relating to complaint remedies and compensation was provided to all complaint handlers at the Council on 31 January 2024 and 7 February 2024.

**10. Complaint against Housing Repairs**

Response – 20 working days

**Complaint upheld**

**Complaint**

The complainant contacted the Council and stated that there were delays in repairing a back door at their property.

**Council's response**

There had been unreasonable delays in the Council repairing the back door of the property and not providing communication to ensure that the complainant was informed of the repairs progress.

These delays occurred due to a contractor not returning to the property following the initial visit and not providing an update to the issue in acquiring the necessary parts to complete the works.

The Council failed to monitor the progress of the repair and only picked this up following the registration of the stage 1 complaint.

The complainant was offered £250 compensation. This was broken down in to:

- £150 compensation is for the inconvenience, distress and/or hardship caused by the delays in the repair being undertaken and in recognition of the added inconvenience of not having access to the back door.
- £100 is for the inconvenience, delays, distress and/or hardship caused by Council not effectively communicating with you regarding the repairs and their progress.

**Head of Service Comments**

The Council recognised the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team was reminded of their responsibility in booking works in a timely manner.

**Complaint Team Recommendations/actions**

- Ensure that all repairs are fully monitored through to completion.
- Ensure that tenants and their representatives are provided updates and communication in a timely manner, especially where delays are expected to occur.

**11. Complaint against Housing Repairs**

Response – 30 working days

**Complaint upheld**

**Complaint**

The complainant contacted the Council and stated that there were delays in the Council removing damp and mould at their property and not correctly replacing skirting board.

### Council's response

As the Council's records did not indicate that the full replacement of skirting board had been completed and that it had been reported that the original skirting board had been used again, the complaint was upheld. The Housing Repairs Team attended the property to undertake the full replacement of the skirting boards as per the original works quoted.

There was no information to suggest that the Council had acted inappropriately when dealing with the mould in the upstairs areas of the property. The Council had attended the property in a timely manner and determined that mould washes and repairing the bathroom walls are appropriate. In this instance, the Council had determined that while the moisture in the bathroom was caused by atmospheric condensation and it would be beneficial to replace the plasterboard with a thermal plasterboard to help reduce the moisture. The quote to undertake this work had been approved and the Council was due to make the necessary arrangements to complete the repairs.

### Head of Service Comments

The Council recognised the inconvenience caused by not undertaking the full repair as originally quoted. The Housing Repairs Team attended the property to ensure that this was done correctly.

### Complaint Team Recommendations/actions

- An instruction has been issued to monitor all works to ensure that they are completed in a reasonable timeframe whether being completed by the Council or referred to our Contractors.
- An instruction has been issued to record completion of works and ensure that they are completed as exactly as required.

## **12. Complaint against Housing Operations**

Response – 20 working days

**Complaint not upheld**

### Complaint

The complainant contacted the Council and stated that there were delays in the Council offering the complainant a property and not progressing the adaptation of the property offered.

### Council's response

The Council processed the application on the housing register correctly and banded the complainant accordingly at band 1, high priority. However, the type of property required as recommended by their Occupational Therapist and within their chosen location were limited in number and currently were unavailable due to being occupied.

The Council was obligated to act upon the information provided by Occupational Therapists and therefore the Council was unable to offer alternative properties outside of that recommendation.

Furthermore, the Council correctly processed the application for adaptations. The delay occurred due to the requested information not being supplied by the complainant in a timely manner. The Council made regular contact with the complainant to provide updates and request the outstanding information.

#### Head of Service Comments

The Council was required to follow process defined by the Allocations Policy. This ensures fair treatment of all tenants.

### **13. Complaint against Bereavement Services**

Response – 20 working days

**Complaint not upheld**

#### Complaint

The complainant contacted the Council and complained that the Bereavement Team advised that a dog could attend an ash scattering services. However, when attending the dog was refused access the gardens where the ashes were scattered.

#### Council's response

The Council had correctly informed the complainant that dogs were not permitted into the area where ashes are scattered. This in accordance with the policy and procedures of the Crematorium. Furthermore, there was no information to suggest that prior notification was provided to the Crematorium Team that a dog was attending.

The complainant's correspondence and booking of the ash scattering service was undertaken through a funeral director. No direct correspondence had occurred between the complainant and the Bereavement Team.

As part of the complaint, the Council had reminded all funeral directors that use the Council's Services that dogs were not permitted to attend ash scattering services.

#### Head of Service Comments

The Council was required to follow process defined by the Crematorium's policies and procedures. This ensured fair treatment of all users.

### **14. Complaint against Housing Operations**

Response – 20 working days

**Complaint not upheld**

#### Complaint

The complainant contacted the Council and stated that the Housing Operations Team caused them distress when requesting that they vacate temporary accommodation

provided during their homeless application. The Housing Operations had not considered their mental health when undertaking this action.

### Council's response

The Council had assisted the complainant through the homelessness process by arranging temporary accommodation earlier than normal to assist with their mental health and the issues they were experiencing with their private rented accommodation.

The Council further supported the complainant through the period of them not vacating the temporary accommodation when requested. The Housing Options Team visited and met with the complainant on multiple occasions to explain the process and consequences of not leaving the property. Furthermore, the Council had worked with and signposted the complainant to support networks, such as Citizens Advice, to assist with their homelessness case.

### Head of Service Comments

The Council was required to follow process defined by the Allocations Policy. This ensured fair treatment of all tenants.

## **15. Complaint against Housing Repairs**

Response – 20 working days

### **Complaint upheld**

### Complaint

The complainant contacted the Council and complained that the Housing Repairs Team had not repaired an issue with a hot water cylinder which resulted in the property only having 10 minutes of hot water at a time.

### Council's response

The Housing Repairs Team had attended the property on each occasion the complainant had reported that they were unable to access hot water after 9/10 minutes of use. The Council had been unable to locate any faults with the hot water cylinder. The hot water cylinder only provides hot water for 9/10 minutes before it is required to re-charge the element that provides hot water.

The Housing Repairs Team had confirmed that this was working correctly.

While the Council was unable to locate any information to suggest that the hot water cylinder was not working correctly, the Council recognised that its record keeping and communication were not to a satisfactory standard.

The complainant and their aunt were offered £250 compensation for the inconvenience, distress and/or hardship caused by the lack of record keeping, the failure to return a telephone call and that advice/explanation surrounding the use of the hot water cylinder not being clear.



**Head of Service Comments**

While the correct action had taken place regarding the inspection of the hot water cylinder, the record keeping and communication surrounding the work and operation of the water cylinder could have been better as to not increase the complainant's distress.

**Complaint Team Recommendations/actions**

- An instruction has been issued that all records are to be correctly recorded and updated so repairs can be investigated fully and promptly.
- An instruction has been issued that all communication and telephone calls are to be undertaken promptly to avoid confusion or distress.
- An instruction has been issued that advice provided regarding the use of the hot water cylinder is clear and consistent.

**16. Complaint against Housing Operations**

Response – 20 working days

**Complaint not upheld**

**Complaint**

The complainant contacted the Council and stated that the Council had not adequately dealt with an issue of dog fouling and unsupervised dogs in a communal area.

**Council's response**

The Council had actively investigated the concerns raised regarding the dog fouling and unsupervised dogs in the communal area.

The Council was required to work with the complainant's neighbour to ensure that the situation was resolved. The Council would not look to tenancy enforcement in the first instance but would look to assist and educate the complainant's neighbour regarding the concerns that have been raised.

The Council continued to do this through the Housing and Dog Warden Teams and improvements were currently being made.

**Head of Service Comments**

The Housing Operations Team was required to thoroughly investigate concerns regarding ASB to ensure any actions are appropriate and proportionate.

**17. Complaint against Housing Operations**

Response – 20 working days

**Complaint not upheld**

**Complaint**

The complainant contacted the Council and stated that the Council had not adequately dealt with an issue of cars being sold at a property and lack of action to cut an overgrown hedge.

**Council's response**

The Council had actively investigated the concerns raised regarding the sale of cars and the overgrown hedge.

On this occasion, the evidence submitted to support the concerns was not sufficient for the Council to demonstrate a breach of tenancy. The Council had promptly informed the complainant of this.

Action was undertaken to ensure that the overgrown hedge was cut in a timely manner.

**Head of Service Comments**

The Housing Operations Team was required to thoroughly investigate concerns regarding ASB to ensure any actions were appropriate and proportionate.

**18. Complaint against Planning**

Response – 20 working days

**Complaint not upheld**

**Complaint**

The complainant contacted the Council and complained that the Council had altered a planning method statement resulting in the change of delivery times permitted at a development site.

**Council's response**

There was no information to suggest that the Council had altered the planning method statement. The revised statement had been provided by the applicant with the revised wording. The Planning Team had considered this application and statement and had concluded with their professional judgement that the statement was acceptable. The wording was created or changed by the Council.

**Head of Service Comments**

The Planning Team appropriately considered the revised statement. These statements were not altered by the Planning Team but are considered when they are submitted by an applicant.

**19. Complaint against Communities**

Response – 20 working days

**Complaint not upheld**

### Complaint

The complainant contacted the Council and stated that the Senior Communities Officer had spoken disrespectfully to their daughter when issuing a Community Protection Warning by using the phrase “how would you feel”.

### Council’s response

There was no information to suggest that the Senior Communities Officer acted inappropriately or unprofessionally during a visit to issue a Community Protection Warning.

Furthermore, Nottinghamshire Police, who also attended the visit had confirmed that they did not witness any inappropriate behaviour by the Senior Communities Officer nor that the phrase “how would you feel” was used.

### Head of Service Comments

The Senior Communities Officer acted professionally and appropriately during the visit to issue the Community Protection Warning.

## **20. Complaint against Planning**

Response – 20 working days

**Complaint not upheld**

### Complaint

The complainant contacted the Council and stated that the Planning Team had failed to achieve full compliance with regards to conditions 7, 8 and 12 prior to the sale and occupation of the dwellings.

### Council’s response

The responsibility for the discharge of the planning conditions rests with the developer. It was the responsibility of the Council to undertake action to ensure compliance with these conditions. On this occasion, the Council was undertaking works to ensure the developers complied with these conditions through the Planning Enforcement Team.

The exact nature of the works could not be confirmed to the complainant as there was potential for this information to be used as part of a legal case.

### Head of Service Comments

The Planning Enforcement Team had correctly started the investigation into the failure to achieve compliance into the conditions when this was reported. This issue required thorough investigation and the details cannot be confirmed due their legal nature.

## **21. Complaint against Housing Repairs**

Response – 20 working days

**Complaint upheld**

## Complaint

The complainant contacted the Council and stated that the Housing Repairs Team had not undertaken the appropriate repairs to their property before the commencement of their tenancy.

## Council's response

There had been unreasonable delays in the Housing Repairs Team undertaking and completing the necessary works and keeping the complainant updated.

These delays had occurred due to the Council not progressing the works or monitoring their completion to ensure that they were undertaken in a timely manner. Furthermore, works that should have been identified and undertaken were only raised when a complaint was made to the Council.

This was further exacerbated by the Housing Repairs Team not following up on the completion of these repairs despite them being registered as part of the complaint made to the Council. While the Housing Repairs Team had acknowledged and logged the repairs, these were not monitored to ensure their completion.

While the works would not have stopped the complainant moving into the property, the Council recognised that due to the extent of works, further consideration should have been given as whether the property was ready to let.

The complainant was offered £1,500 compensation. This was broken down in to:

- £1,000 for the inconvenience, delays, distress and/or hardship caused in the works being undertaken despite being investigated as an official complaint.
- £500 compensation is for the inconvenience, distress and/or hardship caused by the poor communication provided by the Housing Repairs Team.

## Head of Service Comments

The Council recognised the inconvenience caused by agreeing to undertake the works and then delaying them. The Housing Repairs Team had been reminded of their responsibility in booking works in a timely manner.

## Complaint Team Recommendations/actions

- The responsibility to appropriately communicate with tenants/complainants.
- To accurately log necessary works in a reasonable period and to prioritise repairs where necessary.
- To monitor all works to ensure that they were completed in a reasonable timeframe whether being completed by the Council or referred to contractors.
- To keep the tenant/complainant updated of any issues that would delay the completion of the works.
- To action and monitor complaints, within agreed timeframes until they were satisfactorily concluded.

- The Housing Letting Team have been advised to thoroughly check before releasing a property that it is in a condition to be let or if works are required that this is properly communicated and works are addressed in a timely manner.
- Additional training was provided to the Housing Department in March 2024 regarding record keeping, complaint handling and monitoring the outcome of complaints. The Housing Repairs Team was required to actively monitor any repairs scheduled as part of complaints to ensure their completion following this training.
- The Housing Department has undertaken a self-assessment against the Housing Ombudsman's Record Keeping Guidance. The Council has implemented actions to ensure that records are regularly monitored and updated.

## **22. Complaint against Planning**

Response – 20 working days

**Complaint not upheld**

### Complaint

The complainant contacted the Council and stated that the Planning Team had failed to make reasonable adjustments toward their neuro divergence and deliberately delayed issuing responses toward their enquiries.

### Council's response

The Council had provided detailed explanations, as requested, as part of the complainant's neuro divergence. The correspondence had been polite and factual and adjustments were made when notification was provided to the Council regarding the neuro divergence.

There was no information to suggest that the Council had purposefully delayed any of the correspondence being sent. All correspondence was issued within one to two days.

### Head of Service Comments

The Planning Team had correctly made adjustments to support the complainant's neuro divergence upon being alerted to this. All correspondence was issued in a timely manner.

**Appendix 3**

**Stage 3 – Complaints to the local government ombudsman/housing ombudsman**

No complaints against the Council have been determined by the Local Government/Housing Ombudsman in the first quarter.