

Report to: Housing Review Board

Date of Meeting 30th April 2026

Heading/Title: Housing Complaints Performance Report FY25-26 (Q4)

Cabinet Member(s): Cllr Dan Ledger

Director/Assistant Director: Catrin Stark, Andrew King

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Key decision No

If a Key Decision has it appeared on Forward Plan

Document classification: Part A Public Document

Exemption applied: None

1. Background

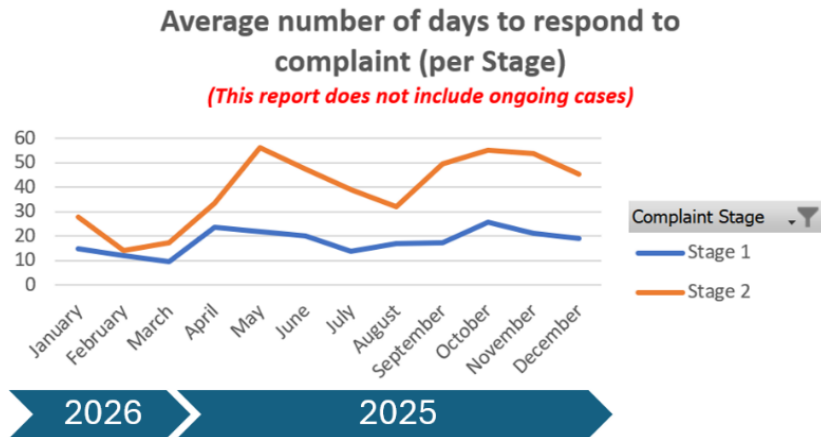
- 1.1** This report outlines the Housing Service's performance in relation to housing-related complaints and Housing Ombudsman cases.

2. Report in full

2.1 Complaints Response Times for 2025/26

- 2.1.1** The below (fig.1) details the average number of days to respond to complaints across 2025/26 of the financial year:

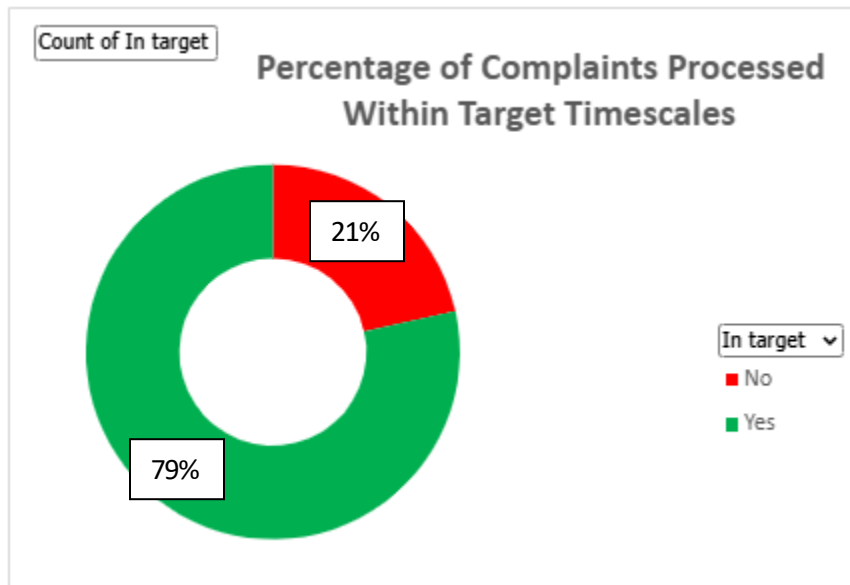
Average of New Days to complete



2.1.2 There has been a clear improvement of complaint response times during Q4 with responses for both stages one and two complaints now falling into target time scales. This follows the recruitment and induction of several surveyor employees and the imbedding of new practices during Q2 and Q3.

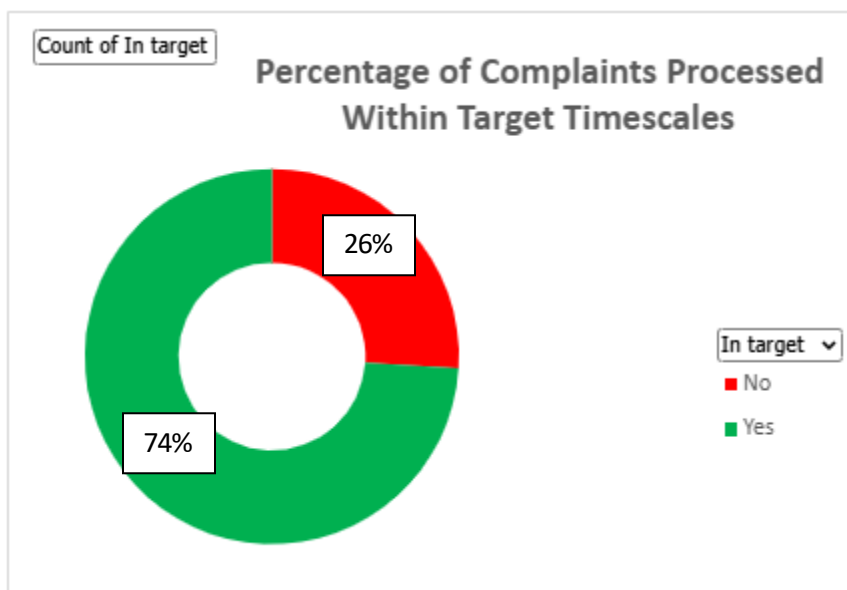
2.1.3 A breakdown of Q4 stage one response target timescale is below:

Stage 1:



2.1.4 A breakdown of Q4 stage two response target timescale is below.

Stage 2:



2.2 Complaints Themes

The following is the breakdown of departments for which each complaint related to during Q4:

Department	Stage 1	Stage 2	Total
Responsive Repairs and Voids	89	42	131
Planned Works and Compliance	0	0	0
Estate Management	8	3	11
Allocations	3	1	4
Rentals	0	0	0
Sheltered Housing	1	1	2
Communities	0	0	0
Right to Buy	1	1	2
Home Safeguard	2	1	3
Options	3	1	4
Total	107	50	157

Comparable between Q3 and Q4:

Q3 stage one	Q4 stage one	Q3 stage two	Q4 Stage two
73	107	25	50

A clear theme for escalation to stage two during Q4 has included:

1. Lack of works being completed at stage one
2. Requests for an increase in compensation
3. Dissatisfaction with responses for requests for upgrades to kitchens, bathrooms and windows

In order to remedy the above trending escalations to stage two complaints, during Q4 , a new process was implemented where following a surveyor visit to assess repairs, the customer is issued with a written report within x3 days outlining what works will be completed and the surveyor will follow the repairs through to post inspection of the works (this is discussed in further detail within the P&A Performance Report). In addition, a new compensation framework has been developed in order to ensure compensation is consistent, fair and in line with Housing Ombudsman guidance.

2.3 Housing Ombudsman Complaints 2025/26

2.3.1 43 cases were received.

2.3.2 10 are closed with an average time from receipt to issuing a decision of 4.5 months.

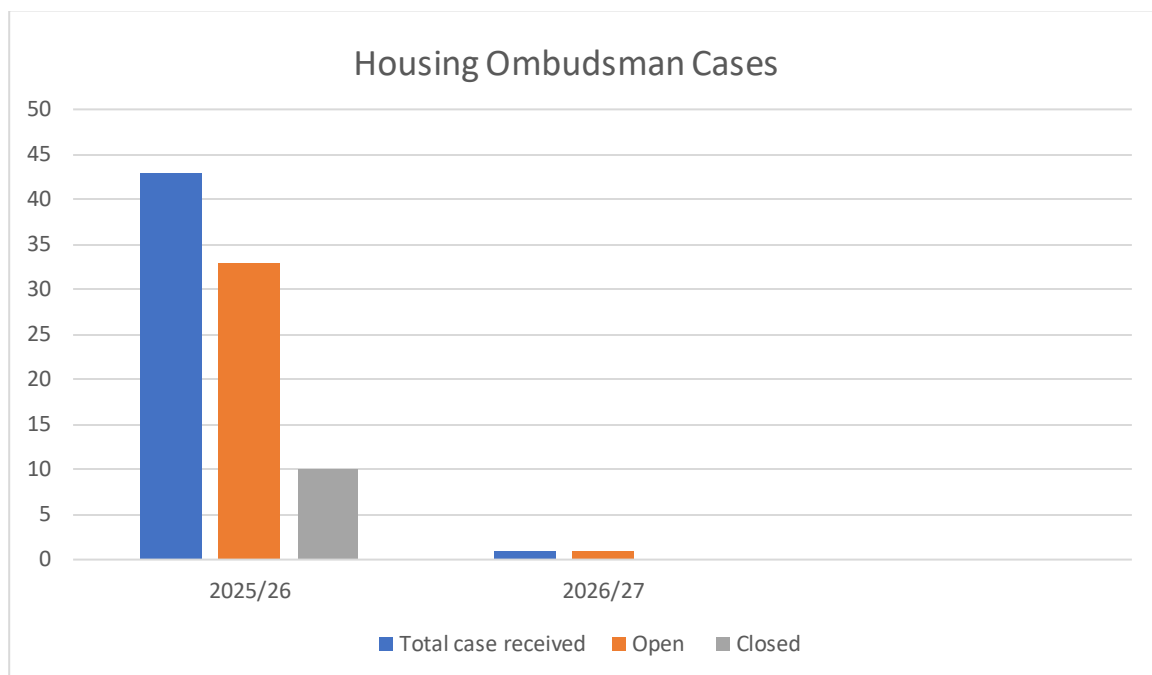
2.3.3 33 open of which 4 have been issued to EDDC with an outcome/ decision and 29 waiting for next stage in process.

2.3.4 The Housing Ombudsman have advised on their website that due to high demand and increased caseloads (a 30% increase in determinations in 2024-25), the Ombudsman is dealing with significant backlogs:

- **Investigation Target:** The Ombudsman is working towards completing all investigations within **12 months** from the date they accept a case.
- **High-Risk Cases:** High-risk cases (such as severe damp and mould) are prioritised, with a target of **4 months**.

Due to the above-mentioned Housing Ombudsman delays, many of the cases that are currently being determined relate back to complaints that originated in **2023**. Therefore, the themes and issues currently being determined are historical and, in many cases, have already been identified and addressed in the time that has passed.

2.3.5 The below infographic details the number of cases escalated to the Housing Ombudsman in the last financial year, how many of these cases have been heard and closed buy the ombudsman, and how many remain open:



2.3.6 During 2025/26, the total compensation awarded by the Housing Ombudsman is £10,790

2.3.7 Of the cases determined in 2025/26 there were:

- 2 counts of Severe Maladministration
- 10 counts of Maladministration
- 6 counts of Service Failure
- 2 counts of no maladministration

Severe Maladministration	Both were leasehold properties and there was a lack of action around damp and mould related repairs. The Section 20 process had contributed to timeframes in progress of resolve
Maladministration	Handling ASB Handling of Damp and Mould Lack of addressing reported repairs Allegation of unfair treatment by EDDC Officers Complaint handling
Service failures	All relate to complaint handling
No Maladministration	Recommendation of better record keeping and appointments to be confirmed in advance. Reasonable handling of noise transference noted

It must be noted that multiple counts may be recorded within one complaint.

2.3.8 When a Housing Ombudsman Determination is received, regular meetings are put in place to ensure all recommendations and actions are addressed.

2.3.9 Following completion of actions relating to a determination, we have now adopted a practice whereby feedback of observations of failures is created and shared with our Property and Assets colleagues in order to assess lessons learned from each case.

3. Complex Cases

3.1.1 The Housing Performance Lead has been leading a complex case involving the decant of a vulnerable customer with multiple support needs in the home. The decant has been extended due to the need for additional works required outside of our control. The case is requiring significant co-ordination of multiple teams and liaison with a third-party advocate service.

3.1.2 EDDC own 3 properties in a row of 4, the 3 EDDC properties are being affected by subsidence. All EDDC properties apart from one are currently vacant and have been held as strategic voids however, due to the extent of the works required, it has been deemed not viable for the remaining household to stay in situ and a decant is required. There are multiple vulnerabilities and support needs present within the family unit who have been reticent to leave the property to allow the works to move forward. The categorisation of this as a complex case means there is managed co-ordination and communication to work towards avoiding having to access legal routes to gain temporary possession of the property to complete these vital works.

3.1.3 Several areas of concern for a large family including ASB, rent arrears, safeguarding and criminality are being addressed by the co-ordination of multiple teams and they are currently being supported to decant to an EDDC property whilst works are undertaken as part of a disrepair case.

3.1.4 The Housing Performance Lead has attended a series of multi-agency meetings to contribute to the support needs, including re-location to an alternative area of which has resulted in reducing the child protection status of the children of the family. Financial support has been offered by EDDC's Financial Resilience Officer for essential items for their new home.

Continued support from Housing Complaint Panel:

3.1.5 A newly created Customer Complaints Survey is due to be presented to the Scrutiny Panel within the next session for their feedback and approval on each question alongside the tone of the wording.

3.1.6 In addition to the Survey, a tracker has also been created which will formulate responses into a RAG system. It is intended that the RAG system will identify further areas for consideration for improvements. The tracker will also be presented to the Scrutiny Panel for their feedback and suggestions.

3.1.7 Within the last Scrutiny Panel, it was suggested that a complainant be invited to a session to give their feedback on their experience of the complaints process. In order to provide transparency and a balanced approach, the HPL will invite two complainants of

whom has scored a red and green within the survey to give an account of their experience. Details of their feedback will be presented within Q1 of the HRB Report.

3.2 Compliments:

3.2.1 A total of x13 compliments have been recorded during Q4:

- 2 – EDDC
- 8 – Elite Electrical
- 2 – Ian Williams
- 1 – Peazen Flats

Two named contractors have been complimented for Elite and we have shared this information with Elite Management.

A customer praised the Planned Improvement Works process currently underway at Peazan Flats

Two named contractors have been complimented for Ian Williams relating to the standard of work and professionalism. This information has been shared with Ian Williams Customer Liaison Manager.

Two EDDC employees have been complimented by customers in relation to their complaint handling.

Moving forward, there is the potential to capture further compliments within the above mentioned customer survey of which we plan will be featured within Q1 HRB report.

4. Recommendations/Decision

- (1) That the Housing Review Board note the content of this report outlining the quarter 4 performance for housing-related complaints.

5. Reasons for Recommendations/Decision

To provide assurance of progress, continual improvement and transparency of complaint related information to the Housing Review Board for scrutiny.

6. Relevance to Council Plan/priorities

Set out how report links to the Council Plan/priorities:

- A supported and engaged community that has the right homes in the right places, with appropriate infrastructure
- A sustainable environment that is moving towards carbon neutrality and which promotes ecological recovery.
- A vibrant and resilient economy that supports local business, provides local jobs and leads to a reduction in poverty and inequality.
- A well-managed, financially secure and continuously improving council that delivers quality services

Indicate how the recommendations/decision contributes to the delivery of the Council Plan and its priorities

7. Financial Comments/Implications

6.1 There are no specific financial implications on which to comment. RW

8. Legal Comments/Implications

7.1 There are no legal implications requiring any comment. GS

Proposed Report Sign Off process

Please make sure you have obtained the relevant sign off and the date completed before submitting your report to Democratic Services.

	Officer Name	Date requested	Date Completed
Legal & Governance	Monitoring Officer or Deputy Monitoring Officer	14.04.2026	14.04.2026
Finance	Section 151 Officer or Deputy S151 Officer	14.04.2026	16.04.2026
Director	Relevant Director	16.04.2026	16.04.2026
Assistant Director(s)	Relevant Assistant Director(s)	15.04.2026	16.04.2026
Executive Leadership Team	ELT	16.04.2026	16.04.2026