

Teignbridge District Council
Executive
8th April 2025
Part i

Teignbridge Housing Complaints Handling Report and Annual Tenant Satisfaction Measures.

Purpose of Report

This report seeks the agreement of the Executive to approve The Housing Service self-assessment carried out in accordance with the Housing Ombudsman's complaint handling code, which became statutory on 1st April 2024 and to approve updates to the Housing Complaints Policy following the self-assessment.

As a social housing landlord, Teignbridge District Council has been requested by the Housing Ombudsman to demonstrate compliance with the Housing Ombudsman's code by 25th April 2025 and has therefore made amendments to the Housing Complaints Policy to ensure that we are fully compliant following the self-assessment being carried out.

The report also provides Members with details of the Housing Complaints Performance Information and the outcome of the 2023/2024 Tenant Satisfaction Survey required to be carried out by the Regulator for Social Housing. The outcomes are required to be published.

Recommendations

That the Executive resolves to –

1. Note and approve the Housing Ombudsman annual Self Assessment forms for financial years 2023/2024 and 2024/2025.
2. Note and approve annual complaints performance reports for financial years 2023/2024 and 2024/2025.
3. To note the outcomes of the Annual Tenant Satisfaction Measures Report.
4. To Approve the Revised Complaints Policy.
5. That the Portfolio Holder for Housing and Homelessness is appointed as the Executive Member responsible for Housing complaints.

Financial Implications

There are no financial implications to this report. However, failure to adhere to the Code and a subsequent finding of Maladministration against the Council could lead to the payment of compensation.

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Legal Implications

Failure to comply with the regulations could render the Council open to the Ombudsman serving the Council a Type 3a Complaint Handling Failure Order.

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Environmental/ Climate Change Implications

There is no Environmental and Climate Change implication to this report.

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Executive Member

Councillor Richard Buscombe, Portfolio Holder for Housing and Homelessness.

1.0 Introduction

1. The annual completion of the council's self-assessment against the Housing Ombudsman's complaint handling code has been carried out by the Housing Enabling and Development Manager and the Housing Compliance Officer. The opportunity has also been taken to update the Housing Complaints Policy. The report requests approval for the self-assessment for the current financial year and the previous year retrospectively.

2. The process is to comply with the Social Housing (Regulation) Act 2023 which now places a duty on the Housing Ombudsman to monitor compliance with the statutory complaint handling code. This means that the Housing Ombudsman is required to ensure that all landlords meet the standards set out in the code for complaint handling.

3. With some minor revisions made to the Complaints Policy the Council can continue to demonstrate compliance with the requirements of the code.

4. The Council is required to submit its self-assessment of the code to the Housing Ombudsman, in addition it is also necessary to publish on our website.

5. The Housing Ombudsman code of practice also requires the Council to appoint an elected Member responsible for Housing complaints and further guidance produced by

the Housing Ombudsman states that this person should be the Councillor with oversight on the Executive for Housing. It is therefore considered appropriate for this to be the Executive Portfolio Holder for Housing.

2. Background.

2.1 The Council received correspondence from the Housing Ombudsman on 12 March 2025 requesting that the Council publish the following documentation.

The landlord's published 2023/24 self-assessment;

The landlord's published annual complaints performance and service improvement report for 2023-24;

The landlord's published governing body's response (or equivalent) to the report;

The landlord's published complaints policy

2.2. Officers have therefore taken the opportunity to conduct the process for the 2024-2025 documentation at the same time.

2.3. The documentation required is set out in a prescribed format as follows -

Appendix A - The landlord's published 2023/24 self-assessment.

Appendix B - The landlord's published 2024/25 self-assessment;

Appendix C – Complaints performance report for 2023/2024.

Appendix D – Complaints performance report for 2024/2025.

Appendix E* – Revised Complaints Policy having regard to the self-assessment.

*Minor amendments are in highlighted text.

2.4. The original Complaints Policy was approved by the Executive in October 2024. The revisions add clarification rather than make changes to the previously approved policy. The highlighted comments in the 2024/2025 self-assessment reflect the analysis of the document and these form the basis of the clarification to the Complaints Policy.

2.5. Members will be pleased to note that for the last 2 financial years there have been **no complaints made to Teignbridge Council in respect of its role as a landlord of social housing.**

2.6. All appendices, when approved by this Committee will be published on the Council's website.

3. Tenant Satisfaction Measures

3.1. In April 2023 the Regulator of Social Housing introduced the Transparency, Influence and Accountability Standards which requires all Registered Providers to generate and report on tenant satisfaction measures (TSM's)

3.2. For the first time in financial year (2024/2025) landlords of less than 1,000 homes are required to conduct Tenant Perception Surveys to generate a set of Tenant Satisfaction Measures which have to be published.

3.3. Because larger Registered providers had to conduct this prescribed survey in financial year 2023/2024 year the results have been published and therefore provide Teignbridge with a benchmark against which we can assess our performance as a landlord.

3.4. The 12 questions are detailed below detailing the Teignbridge results and the national results for comparison purposes.

3.5. For larger landlords a sample of tenants are selected with roughly a 10% of all tenants being required to be considered as a representative sample.

3.6. Teignbridge surveyed all our tenants and received a 27.08% response rate. The survey was conducted online (with a hard copy option) and was anonymous.

3.7. Teignbridge results exceeded the national average in 11 of the 12 national indicators.

**3.8. Whilst this is an anonymous survey Officers have assumed that the lower than average score for Question 12 relates to incidences of fly tipping surrounding some of our properties. This will be further investigated and acted upon.

Teignbridge Tenant Satisfaction Survey Results for 2023/2024			
Code	Issue	Teignbridge level of satisfaction	National level of satisfaction
TP01	Overall Satisfaction	84.6%	71.3%
TP02	Satisfaction with Repairs	83.3%	72.3%
TP03	Satisfaction with time taken to complete most recent repair	83.3%	67.4%
TP04	Satisfaction that the home is well maintained	90%	70.8%
TP05	Satisfaction that the home is safe	90%	76.7%
TP06	Satisfaction that the landlord listens to tenant's views and acts upon them	80%	60.4%

TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	90%	70.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	90%	76.8%
TP09	Satisfaction with the landlord's approach to handling complaints	100%	34.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	85.7%	65.1%
TP11	Satisfaction that the landlord makes a positive contribution towards neighbourhoods	80%	63.1%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	**50%	57.8%