

Complaints Taskforce Meeting

2nd February 2026

Attendees:

David White – Housing Transformation Manager
James Hart – Customer Liaison Officer
Victoria Bond – Assistant Manager, Housing Solutions
Alison Wade – Business Services Manager
Kerry Lecomber – Tenant Engagement Co-ordinator
Hannah Spalding – Customer Resolution Officer
Fabio Dellabella – Mechanical Manager
Christie Solomons – Health and Safety Manager
Alan Fletcher-Hill – Compliance Electrical Manager
Ruth Hendry – Babergh Housing Portfolio Holder
Sarah Double – Planned Works and Asset Information Manager
Margaret Taylor – Business Services Team Leader
Vicky Freer – Tenant Insight and Improvement Manager
Georgia Mecoy – Tenant Engagement Co-ordinator
Polly Bearman – Income Manager
Doug Stother – Head of Housing Services
Nathan Sulley – Housing and Neighbourhood Lead
Aimi Myhill - Community Housing Manager

Actions from the last meeting

- All actions from the last meeting have been completed.

Q1 Complaints Stage One & Two)

JH shared slides and took meeting through the figures for Q2. **SD will feed back to team to look at responding to complaints on time – Action.**

Need to look at online forms to ensure they are clear regarding anti-social behaviour (ASB) on Gateway to Homechoice etc.

Lessons Learnt

Repairs contractors have been moved on to TM Connect. MT – already have a handout to contractors – **KL to check with her – Action.**

Compliance contractors have not yet been moved on to TM Connect. VF enquired about vulnerability information being shared with contractors which FD advised was under review at the moment and looking at supplying on a monthly basis.

Poor communication and lack of co-ordination common themes across the board. SD advised that have had limited RLO resource due to sickness and recruitment. Also actively managing some poor contractor performance – particularly with windows and doors. Now hold 100% post inspections. Will also revisit a selection a few weeks later to check.

AM advised the teams had ASB management training and have a duty rota in place so there's always someone available to deal with urgent ASB. Patches now completely covered so Community Housing Officers can be introduced at sign-up.

DW advised that from next meeting the lessons learnt will be presented by each service area – Action.

Housing Ombudsman Report – Vulnerabilities

DW took the meeting through a full report the Ombudsman has produced including some case studies showing both where issues have been dealt with well and badly. There will be vulnerability training which is being developed to be Housing specific. Important to not exacerbate vulnerability by not taking it into account. DW advised all to look at the report, especially the executive summary and case studies.

Complaints Experts Audit

KL advised on learning from first tenant audit.

Discussed need for RLO to assist in cases where major works are happening in households with vulnerabilities. SD advised now requesting scaffolding plans. AFH reported the same with re wires – getting plans beforehand and what needs to be moved prior to the appointment.

GM reported on Communications scrutiny results – as that also reviewed complaints alongside telephone calls, emails and live chat.

DW advised strong push for getting issues resolved on first phone call rather than it being passed on or waiting for call backs. JH advised Public Realm carried out some training with Customer Services, improved website information and enabled customer services to book things directly for operatives. Has hugely decreased complaints.

VF advised also to use the Tenant Handbook and asked all to review and advise her if they think there is anything missing. Also providing Community Housing Officers with business cards with QR code that links to handbook.

Complaints Scrutiny Update

Recommendations approved by Tenant Board and ratified by Overview and Scrutiny Committee. The Complaints Experts recruited via MyHomeBulletin and involved tenants groups.

First audit carried out by 12 tenants. Action plan monitored and updated on following:

- Complaints Experts up to 80% complete
- Adjustments to vulnerability at 70% due to GTKY project – now have over 75% full information up from 20%
- Lessons learnt held at 60%
- Complaint response audit up to 80%
- Action Plan up to 71% completed overall

Any other business

VF advised that from the Getting to know you project just under 50% of tenants have told us that they have vulnerabilities, and she's found many cases of them being listed in CRM but not added as a flag.

Also raised issue of tenants with mental health issues that we had continually contacted to do a gas check and then arrived in a team when she had advised she could only deal with one person at a time. VF will be attending team meetings.

We now have a good base of information so it's vital that it's used. It's transferred over to Total Mobile if the information is in the right place so that Operatives and Contractors alike are fully informed. AW advised that Total Mobile is making a huge difference so far.

AM raised issue of recording information when tenants have told us of a trusted representative. VF advised it's on Open Housing but will need to be promoted. Also need an agreed procedure set up. Third Party Authorisation.

DW thanked the meeting for the improvements made and advised that the forum will continue.