Complaints Report

1. Annual Overview

1.1 The latest monthly dashboard for March is attached at **Appendix 1**. This provides an overview of complaints in 2025-26 highlighting the overall themes, location hotspots, ongoing action tracking and identifies lessons learnt for March 2026.

1.2 In 2025-26 there were a total of 88 complaints received. This is a year-on-year increase in complaints as represented in Chart 1 below. 74 were at stage one and 14 at stage two. There were no recorded complaints made to OSHA throughout this same period.

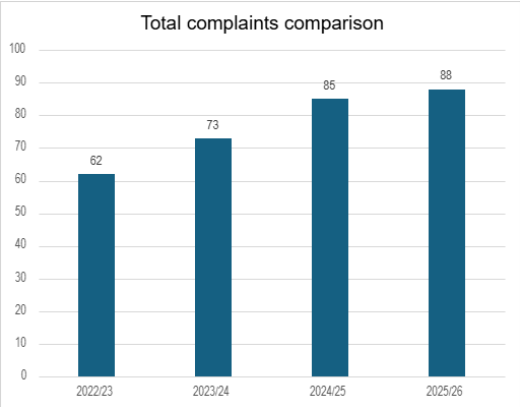


Chart 1

1.3 The Committee have previously requested information on seasonal trends in reported complaint cases, this is outlined in Chart 2. This year we have noted an unusually high number of complaints compared to previous years in June, July and December and a dip in September and November.

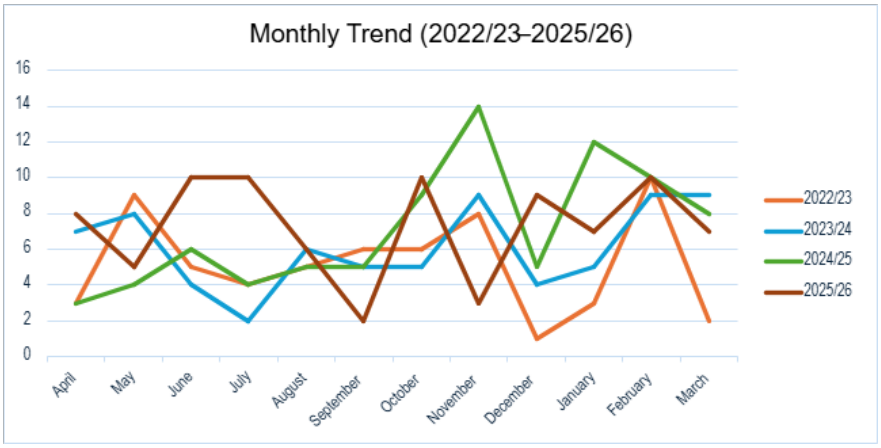


Chart 2

1.4 Complaint locations

Table 1 below outlines the areas where complaints have been received, also shown as a percentage of that area. Those highlighted in grey are typically referred to as our 'small blocks' for the purposes of monthly reporting but broken down here for the annual overview.

Area	Number of complaints	As a % of all complaints	Number of properties	As a % of the block / estate
Evelyn Court	13	18%	317	4%
Mountside Walk	10	14%	34	31%
Navarino Mansions	8	11%	250	3%
Sheltered	8	11%	196	4%
Stepney Green	7	9%	95	2%
Stoke Newington	5	7%	277	2%
Evelina Mansions	3	4%	72	4%
Curton Close	3	4%	51	5%
Nathaniel Court	3	4%	24	13%
Koban Court	3	4%	10	30%
Street	2	3%	27	7%
Rebecca House	2	3%	32	6%
Glenhaven	2	3%	27	7%
Mocatta House	2	3%	20	10%
Follybrook	1	1%	10	10%
Gabriel House	1	1%	9	11%
Genas Close	1	1%	6	16%

Table 1

Mountside Walk is an area highlighted throughout the year with the Committee and the Member Responsible for Complaints (MRC) as an outlier regarding the number of complaints per property on the estate. It is worth noting that three of these 10 stage 1 complaints were made by the same individual.

1.5 Complaint by service area

Table 2 shows the service areas in which we have received these complaints. Whilst repairs remain our biggest service area leading to complaints, the number of complaints has reduced significantly on previous year. In this period EVO have been introduced as our main day to day repairs contractor and seen noticeable improvement in all round satisfaction with this service. Complaints linked to the Housing area has significantly increased. This could be linked to the change in our structure which has allowed for more presence and opportunities for residents to engage with our staff and raise a complaint. As mentioned in section 1.4 there has been a disproportionate amount of complaints from Mountside Walk, primarily around the misuse of communal areas which has also contributed to the increase in Housing related complaints.

Service Area	Description	Number of complaints	As a % of overall	Comparison on 24/25

Repairs	Day to day repairs in both resident properties and communal areas	33	45%	Down 12%
Housing	Tenancy and estate management, including grounds maintenance, cleaning, ASB, lettings and rents.	30	41%	Up 16%
Combined areas	Dual issues reported across both repairs and housing to be addressed	3	3%	Down 5%
Compliance & Asset	Planned major works, heating and lift contracts.	8	11%	Up 1%

Table 2

1.6 Demographics

Of the 74 complaints recorded at Stage 1, 5 residents made more than one complaint resulting in 68 individual complainants making up 5% of our resident population.

Chart 3 below shows the continuing trend that more females are reporting complaints us, disproportionately more so than the resident population split which is around 45% male and 55% female.

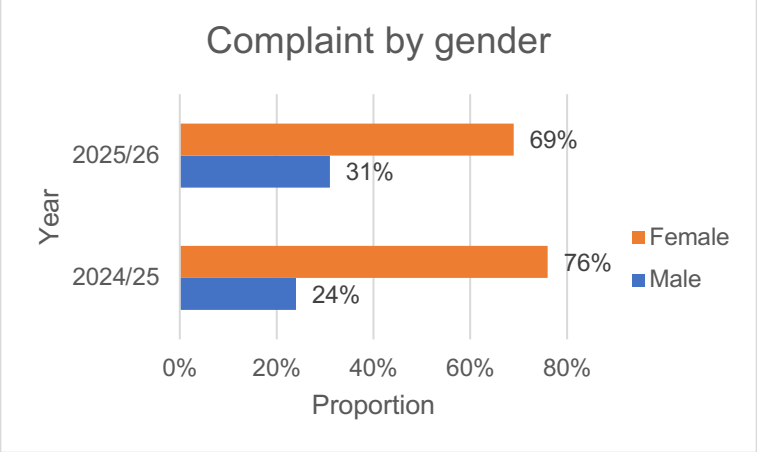


Chart 3

IDS has a diverse resident base, with more than 24 recorded ethnicities. For the purposes of this report, these have been consolidated into five main groups. Chart 4 below shows variation in complaints by ethnicity compared with the IDS resident population. This year, there is a greater disparity in complaints submitted by residents from the Jewish community, alongside under-representation among black residents.

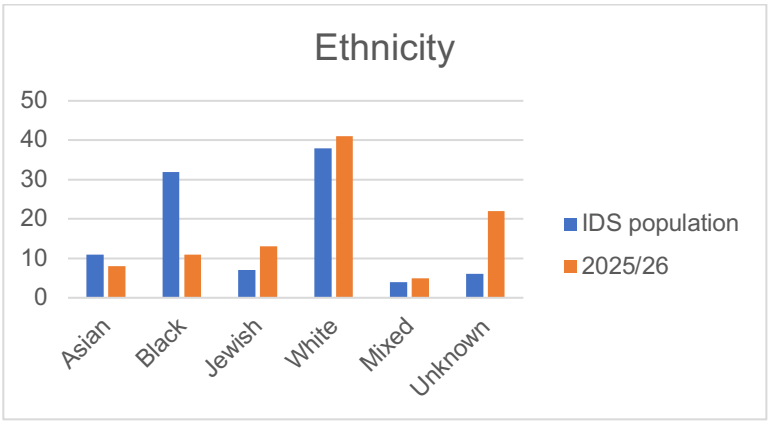


Chart 4

1.7 Response times and extensions

Complaint response times continue to perform well overall. 99% of stage 1 and 100% of Stage 2 complaints were responded to on time. At stage 1, four time extensions were agreed with residents to fully investigate their responses and two at stage 2. Reasons for extensions were agreed for resident availability, staff leave or awaiting engagement from an external party to conclude the response, such as a managing agent. There were no reported escalations to the Ombudsman following these requests. Thes figures show an improvement on last year in which 98% were responded to on time at stage 1 and 83% at stage 2. This is reflected by greater emphasis on peer reviews and management of complaints.

1.8 Complaint outcomes

78% of stage 1 complaints were upheld meaning we accepted some degree of service failure, with 22% not upheld. Of the 14 complaints escalated to stage 2, 12 were upheld (86%).

Service Improvements

1.9 The table below outlines issues identified as part of a resident complaint, which has led to an improvement or change to our service delivery.

Issue	Outcome
Scaffold erection caused issues with ability to open windows wide enough in the event of an emergency.	Agreed with the complainant we would complete a review of the scaffolding procedure and ensure contractors were aware when erecting scaffold.
Repeated issue with emergency lighting in the communal area not working.	When a repeated issue is highlighted in the space of three months, it triggers a further investigation by the contractor to be raised to review the issue rather than the same fix to avoid any recurrence.
Rent verification process being completed incorrectly resulting in under payments.	Procedure revisited and refresher training provided. Last three months verifications checked for accuracy and updated where necessary.
Unsatisfactory customer service during a phone call.	Phone recording reviewed and shared with the staff members to listen and learn from in future communication with residents.
Lack of transparency to residents when repair requests are rejected	Broad reasons included in the app so residents see rationale. Where repeated requests are made for the same repair, a

	management team member will contact the resident to explain.
Delay in sale progression of a shared ownership property	Procedure notes have been created and shared amongst staff who have an input into the sales process for a consistent guidance and a smoother process for homeowners.
Unsatisfactory communication with managing agents leading to delays in responding to residents.	Estate manager objectives to include regular meetings with any applicable agent to ensure up to date contact details are available and service delivery is carried out effectively.
Identified a smaller block with higher-than-average number of complaints covering various issues.	Agreed to introduce a 6 monthly newsletter to enable consistent communication.
Misdiagnosis of a leak leading to concerns about action.	Reminder to staff about block communication where there is an issue impacting more than one resident to assure of action and prevent the need to raise complaints.

Table 3

2. Housing Ombudsman

2.1 Determinations

During 2025-26 we received two determinations from the Housing Ombudsman Service. A summary of these can be found in Table 4 below. Of the seven findings across the two cases, there were two findings of maladministration, one service failure, one reasonable redress and three no maladministration.

Case 1	Background	Findings	Outcome
Case summary	The billing of utilities and changes to the signed tenancy agreement were required as at the start of the tenancy an error was made which included the incorrect rent charge and the addition of heating and hot water which is not services provided at this property. The resident objected to these changes being made and raised the complaint.	The landlord was correct to seek legal advice and offer reasonable redress in acknowledging the error made, however the redress came after the complaints procedure was completed.	Maladministration
	The condition of the property when the resident moved in was reported to be inadequate as the toilet seat had not been changed, nor had the carpet and the resident reported it was dirty.	The toilet seat was confirmed not to have been changed, and the landlord confirmed a standard clean was supplied at the void period. A new toilet seat was offered as well as an additional clean by way of apology and goodwill. The carpets were not identified to have needed to be changed and the resident appeared to acknowledge this.	Reasonable redress

	The gas supply taking three weeks to uncap.	The Ombudsman found it was reasonable and in line with the landlord's policy to uncap the gas once the resident was occupying the property. The gas was uncapped the day after the resident confirmed they had moved into the property.	No maladministration
Complaint handling	The Ombudsman take the opportunity to review the complaint handling process during the investigation	The Ombudsman found inadequate address of the residents concerns about the cleanliness and did not meet the timescales set out in the complaint policy.	Service failure
Orders	Within 4 weeks: • A written apology to the resident for the failures identified; • £400 compensation to be paid in line with complaint responses; • £613.80 rent waived in line with complaint responses; • £50 direct payment for complaint handling failures.		
Case 2	Background	Findings	Outcome
Case summary	Noise nuisance report in relation to the property above. A family had moved into the property which was previously occupied by a sole elderly resident. Diary sheets had been provided, contact was made with the resident above to notify of the complaint and support was provided with the provision of rugs for the property, but the noise was deemed to be that of daily living and therefore limited action could be taken on the tenancy.	Recognised IDS made appropriate steps in line with the ASB policy that are reasonable including the offer of mediation and provision of rugs to try and mitigate any noise transference. The Ombudsman felt more could be done by installing our own sounds recoding equipment rather than a referral to the local authority to ascertain if there was a statutory noise nuisance and failure to enforce the tenancy agreement which states the flooring should not be interfered with, including laying laminate flooring which the neighbour above had done. It acknowledged that IDS considered resident financial circumstances with making such requests but that IDS should complete this work at their own cost if this was a concern.	Maladministration
	Reports of damp and mould dating back to 2020, which although dealt with, consistently returned. The investigation focussed on reports from April 2024 which was the most recent report around the time of her	Acknowledgement that IDS has been generally compliant and sought to take action for any issues at the property.	No maladministration

	complaint. Reports were made on 18th November, inspected on 16th December with works scheduled on 19th December, then 15th and 17th January.		
	Concerns about the condition of the kitchen and bathroom that had not been assessed for refurbishment.	IDS carried out a stock condition survey in 2023 which indicated the kitchen would be replaced in approximately 2031. The survey was shared as part of the investigation and confirmed the timeframes for renewal have not been exceeded.	No maladministration
	Concerns about windows		Not in the Ombudsman's jurisdiction as this had not been raised as part of the complaint to the landlord.
Orders	Within 4 weeks: • Pay the complainant £300 in recognition of the distress caused • Check in with the resident to understand if the noise nuisance remains an issue • Hire and install sound recording equipment to capture the noise being heard • Hire an independent acoustic specialist to provide feedback on whether the floor coverings are effective and reasonable Within 8 weeks: Decide whether the flooring needs to be removed or can stay		

Table 4

All orders were completed and accepted by the Ombudsman compliance team.

3.2 Reviews

As part of the Ombudsman's review of the annual complaint handling code self-assessment and policy compliance, the Ombudsman completed two reviews of our Complaint Resolution Policy. Both involved minor wording changes to the Policy which were agreed by the Committee and subsequently updated and published. The Ombudsman has accepted compliance.

3. Self Assessment

3.1 The Complaint Handling Code for 2027 is due to be submitted by 30th September 2027 and will be brought to the July Committee following completion and resident input.

4. Conclusion

4.1 Effective oversight of our complaints recording and reporting has been carried out by monthly meetings between the Head of Housing and Debbie Fox, MRC, monthly publication of the dashboard on the IDS website and reviewed at both CMT and Management Team meetings.

4.2 Looking ahead to 2026/27, the Housing Ombudsman's learning hub will be utilised further to roll out regular training to all resident facing housing staff and service managers responsible for responding to complaints.

4.3 Complaint data captured from responses in the Tenant Satisfaction Measures (TSM) carried out in August and September 2025 resulted in two actions specifically relation to complaints. Firstly, there was a disconnect in residents who said they were unhappy with the complaint handling process, but there was no formal complaint logged for them. Our response to this was to write to all these residents to explain the reason for our contact and invite feedback or opportunity to raise a formal complaint. This was completed in October 2025, but no complaints or feedback were received in response to this. Secondly a letter was sent to all residents over 60 to explain the difference between a complaint and service request as the TSM response data highlighted a concern older residents indicated they were more dissatisfied with the complaint handling.