



Annual Complaints and Service Improvement Report 2024 -2025

This report covers our compliance with the Housing Ombudsman Complaint Handling Code and our complaints handling performance from April 2024 – March 2025.

This report outlines our performance and [self assessment](#) for the year April 2024 to March 2025 against the Housing Ombudsman Code. Our Cabinet member responsible for housing complaints, and the Homes Policy Development Group have ensured the self-assessment gives a true reflection of our complaint handling, the improvements we've made, and where we'll focus future improvement.

Our Report includes:

- [Tenant Satisfaction Measures Performance](#)
- [Tenant Satisfaction Measures Results](#)
- [Complaint Handling Self-Assessment](#)
- [Service improvements we've made as a result of learning from complaints](#)
 - [Performance relating to Complaints](#)
 - [Ombudsman Determinations](#)
- [Housing Ombudsman Service Landlord Performance Report](#)
- [Complaint Handling Annual Report Summary](#)
- [Mid Devon Housing Complaints Handling Report presented to the Homes Policy Development Group on 3rd June 2025](#)

Making progress in 2024-2025

Residents told us where things needed to improve and as a direct result of their feedback we made the following changes and improvements:

- We made improvements to the information provided to residents in regard to their succession rights by updating our Tenancy Management Policy and procedures.
- We reviewed the information we include within our complaint responses.
- We improved our permission letter templates, procedures and updated our Improvements to Council Properties Policy.
- We improved how we communicate with our tenants in regard to scheduling specialised repair works.

You can view all the improvements we made [here](#)

MDH also carry out monthly strategic insight/focus meetings to discuss complaint handling data, identify themes alongside reviewing progress on implementing lessons learnt. Outputs from these meetings are fed back into a structured performance management process which all service managers and team leaders participate in.

Complaints Performance

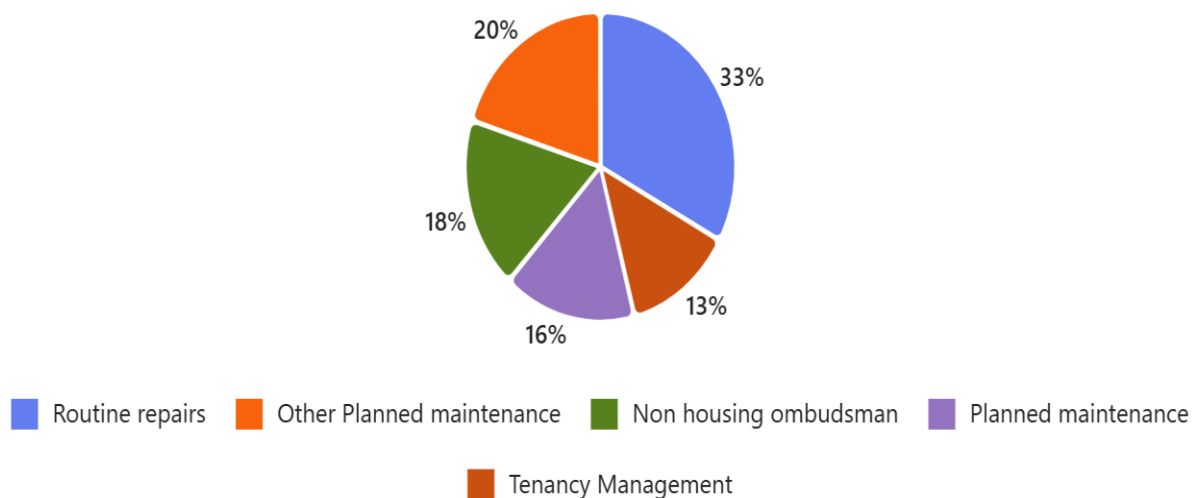
MDH have seen a slight decrease in both Stage 1 and 2 complaints during the financial year 2024-25 in comparison to the previous financial year.

Overall, of the 210 Stage 1 complaints and 34 Stage 2 complaints which were received during the financial year 2024-25. As at 31 March 2025, 204 or 98.5% of complaints were completed at Stage 1 and 31 or 100% were completed at Stage 2.

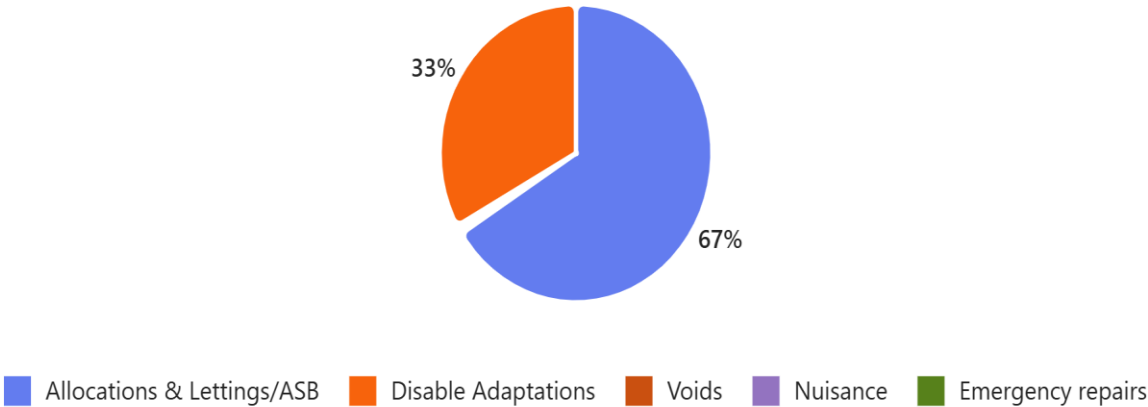
Some 101 or 49.5% of Stage 1 complaints were upheld during 2024-25. Furthermore, 18 or 58.1 % Stage 2 complaints were upheld during 2024-25.

To provide context, MDH have a housing stock of 2840 properties, of the 210 Stage 1 complaints received in 2024-25 this equates to around 7.39% of our housing properties with 92.61% of properties therefore having no recourse to make a complaint. We have 3529 formal tenants living in our properties.

Top 5 (most common) complaints categories



Bottom 5 (least common) complaint categories (2024-25)



You can view the full Complaints Handling Performance report [here](#).

Ombudsman Determinations

The Housing Ombudsman is a free (to residents), independent, and impartial service. You can find out more about the Housing Ombudsman service by visiting their [website](#).

Housing
Ombudsman Service

LANDLORD PERFORMANCE

April 2023 - March 2024

DATA REFRESHED:
July 2024

Landlord: Mid Devon District Council

Landlord Homes: 3,086

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



Determinations

5



Findings

8



Maladministration Findings

3



Orders Made

6



Recommendations

1



CHFOs

0



Compensation

£1,375



Maladministration Rate

43%

Notes for table above:

 **Determination:** The overall outcome of the findings of a case.



Findings: If several issues are raised within one case a finding is made on each issue.



Maladministration findings: a finding of service failure, maladministration or severe maladministration



Orders: Remedies to put things right to resolve the individual complaint. These can include compensation, ordering a repair to be undertaken or a survey to be completed, as well as apologies and reviews of policy.



Recommendations: further opportunities for improvement



Complaint Handling Failure Order: Issued if a landlord does not comply with any orders made

Findings by Category *Comparison* | Cases determined between April 2023 - March 2024

Top Categories for Mid Devon District Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	3	33%	73%
Complaints Handling	2	100%	84%
Charges	1	0%	60%
Occupancy Rights	1	0%	50%

Top Sub-Categories | Cases determined between April 2023 - March 2024

Table 3.5



Condition of property upon letting (e.g. void works)



Delay in escalating or responding to complaint



Ending of tenancy



Improvement works carried out by the resident



Other poor handling of complaint



Recharges



Responsive repairs – heating and hot water

Orders Made by Type | Orders on cases determined between April 2023 - March 2024

Table 4.1



Order Compliance | Order target dates between April 2023 - March 2024

Table 4.2

Order Complete?	Within 3 Months		Within 6 Months	
	Count	%	Count	%
Complied	5	83%	1	17%
Total	5	83%	1	17%

You can download the full Housing Ombudsman report [here](#).

You can download the full Ombudsman Determination outcomes [here](#).

Tenant Satisfaction Measures

MDH is performing against the Regulator’s Tenancy Satisfaction Measures relating to complaints 2024-25.

CH01: Complaints relative to the size of the landlord.

Measured by: landlords’ management information.

This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

75 complaints – This is based on 212 stage 1 and 2 complaints with a housing stock of 2840.

CH02: Complaints responded to within Complaint Handling Code timescales.

Measured by: landlords’ management information.

This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman’s Complaint Handling Code. All social housing landlords have to follow this Code.

185 of stage 1 complaints received in 2024/25

180 (98.90%) of these complaints were responded on time.

27 of stage 2 complaints received in 2024/25.

27 (100%) of these complaints were responded on time.

Note: The above figures will differ, as at the time of reporting, there were complaints pending investigations. In addition, we may see an increase of complaints escalated to stage 2 over the next Year. The above figures only show complaints that come under the remit of the Regulator's Tenancy Satisfaction Measures and do not include non housing ombudsman complaints.

You can view the full report [here](#).

Tenant Satisfaction Perception Survey results relating to complaints.

Tenant Satisfaction Perception Survey results relating to Complaints 2024-25.

Effective handling of complaints.

TP09: Satisfaction with the landlord's approach to handling of complaints.

Measured by: tenant perception survey.

All tenant perception surveys must include this question:

- Have you made a complaint to your landlord in the last 12 months?
- If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

This measure is based on the percentage of tenants who said they were satisfied.

Quarter 1 – MDH were too late to collect for Quarter 1, however, this data has been combined into Quarters 2, 3 and 4.

Quarter 2 - 33%

Quarter 3 – 45%

Quarter 4 – 33%

Overall satisfaction 37%

You can view the full report [here](#).