



Annual Complaints and Service Improvement Report 2025-2026

This report covers our compliance with the Housing Ombudsman Complaint Handling Code and our complaints handling performance from April 2025 – March 2026.

This report outlines our performance and [self assessment](#) for the year April 2025 to March 2026 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](#)
- [Housing Ombudsman Spotlight Reports Learning from Severe Maladministration and General Information](#)
- [Mid Devon Housing Complaints Handling Report presented to the Homes Policy Development Group on 8th September 2026](#)

Message from Councillor Jane Lock

Cabinet Member for Housing, Assets and Property

August 2026

Dear Residents

Our purpose is to enhance the lives of Mid Devon Housing (MDH) residents by providing safe, healthy, and affordable homes, while strengthening the communities we serve. Complaints play an important role in this mission. They offer valuable insight into residents' experiences and provide opportunities for us to learn, improve, and put things right in a fair and reasonable way.

We strive to deliver the highest standard of service for every resident. However, when we fall short, we welcome being told so. This helps us address issues promptly and supports our commitment to

transparency and continuous improvement. By learning from complaints, we can refine the services we provide and ensure they meet the needs and expectations of our communities.

The Annual Complaints Handling Report outlines Mid Devon Housing's performance over the 2025–26 financial year. It also highlights the actions and improvements made as a result of the feedback and learning generated through complaints.

As members of the Housing Ombudsman Scheme, we recognise our responsibility to comply with the Complaint Handling Code. This includes completing an annual self-assessment, submitting relevant documentation, and taking appropriate steps to ensure our complaint handling practices remain compliant and effective.

We are confident that the Annual Complaints Handling Report, along with the supporting documents and the Self-Assessment against the Housing Ombudsman Code, accurately reflects our policies, procedures, and commitment to high-quality complaint handling.

Lessons Learned in 2025-2026

Annex D provides an overview of the types of complaints received, identifies lessons learned, and gives examples of service improvements resulting from complaint closures during 2025–26. This does not include common lessons such as communication, policy compliance, or contractor and staff relations.

Eleven specific lessons were identified and actioned within the upheld complaints during 2025–26 as part of MDH's ongoing service review and continuous improvement work.

MDH holds monthly strategic insight/focus meetings to analyse complaint-handling data, identify themes, and monitor progress in implementing lessons learned.

Throughout 2025–26, MDH shared updates on service improvements through social media channels, the website, and tenant newsletters.

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

Complaints Performance

MDH have seen an increase in both Stage 1 and 2 complaints during the financial year 2025-26 in comparison to the previous financial year.

Complaint numbers have increased due to greater awareness and accessibility rather than a decline in service quality. High-profile changes such as Awaab's Law, increased visibility from the HOS, and widespread discussion of housing issues on social media have significantly empowered residents to report concerns and use the formal complaints process.

Improved communication from landlords and easier routes to escalate complaints, including through the council's own process, have also contributed to higher volumes. Additionally, increased operational activity, particularly in repairs and Awaab's Law, has naturally resulted in a higher number of complaints being logged. These trends reflect a more informed and confident resident population rather than a deterioration in performance.

Overall, 228 Stage 1 complaints and 46 Stage 2 complaints were received during the financial year 2025-26. As at 31 March 2026, 212 or 99.5% of complaints were completed at Stage 1 and 44 or 100% were completed at Stage 2. These figures include all complaints (Both HOS complaints and non-housing complaints) This compares to 204 or 98.5% at Stage 1 and 31 or 100% at Stage 2, closed on time in 2024-25. Please note, the number of complaints received, and the number of complaints closed will differ as there was a number of outstanding complaints waiting to be investigated as at 31 March 2026.

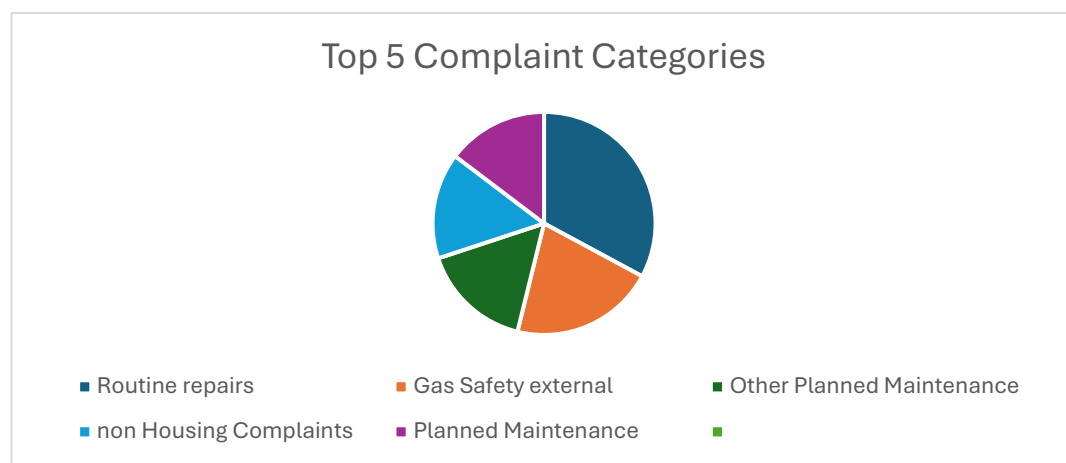
Some 98 or 46.2% of Stage 1 complaints were upheld during 2025-26. Furthermore, 18 or 40.9% Stage 2 complaints were upheld during 2025-26. This compares to 101 or 49.5% for stage 1 complaints and 18 or 58.1% for stage 2 Complaints in 2024-25, which shows similar data.

To provide context, MDH have a housing stock of 2,928 properties, of the 228 Stage 1 complaints received in 2025-26 this equates to around 7.78% of our housing properties with 92.22% of properties therefore having no recourse to make a complaint. As of 31 March 2025, we had 2,815 tenanted properties of which 3,478 formal tenants were living in these properties.

A full breakdown of complaints across eighteen categories is provided in Annex E, however a summary of the top and lowest five categories for complaints is provided below:

Top 5 (most common) complaints categories (2025-26)

1. Routine repairs - 47
2. Gas safety external - 30
3. Other Planned Maintenance - 23
4. Non- housing complaints – 22
5. Planned Maintenance - 21



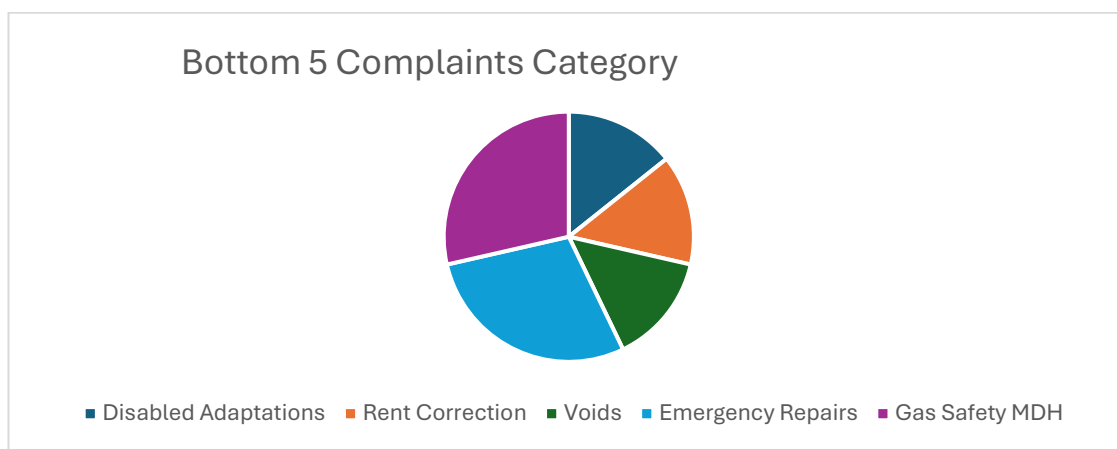
Comparing these figures with 2024-25 figures below, this highlights similar categories of complaints but in a different order. The only difference is the Tenancy Management category is no longer in the top 5 and has been replaced with Gas safety external.

Top 5 (most common) complaints categories (2024-25)

1. Routine repairs – 46
2. Other Planned maintenance - 28
3. Non housing ombudsman – 25
4. Planned maintenance – 22
5. Tenancy Management - 18

Bottom 5 (least common) complaint categories (2025-26)

1. Disabled adaptations - 1
2. Rent correction - 1
3. Voids - 1
4. Emergency repairs – 2
5. Gas safety MDH – 2



Comparing these figures with 2024-25 figures below, rent correction and gas safety MDH have replaced nuisance and allocations and lettings/ASB.

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

1. Emergency repairs - 0
2. Nuisance - 0
3. Voids - 0
4. Disable Adaptations - 2
5. Allocations & Lettings/ASB - 4

Routine repairs remain our most frequently reported area of complaints. This is largely reflective of the substantial volume of work undertaken each year, with many thousands of repairs completed annually. To provide context, MDH completed 8,758 responsive repairs during 2025–26, compared with 8,041 cases in 2024–25. Across the sector, it is common for property condition and repair-related issues to feature within the top five categories of landlord complaints.

Although routine repairs remain the highest category of complaints, this has not resulted in a significant increase in complaint volumes. To provide context, complaints relating to repairs account

for 20.61% of all complaints received. When considered against the total number of responsive repairs completed in 2025–26, these complaints represent just 0.5% overall.

Several complaints were upheld in relation to gas safety. It is important to note that our contractor, working on behalf of MDH completed a total of 2,258 landlord gas safety records (LGSR) across our housing stock in 2025-26, compared to 2,231 in 2024-25. Although the number of complaints in this area are within the top 5 complaints, when set against overall activity, this figure is low, however, gas safety remains a priority for us. From 1 April 2026, a new contractor was appointed to deliver heating and hot water repairs and annual servicing. We anticipate that this change will lead to an improved level of service for tenants and a reduction in related complaints.

To provide further clarity, MDH operate under Reg36A (MOT) which means that the gas servicing data reflects a single safety check at each property during the 12-month period. The number of contacts through the year fluctuates with Right to Buy completion and buy backs.

Other key areas within the top five categories of complaints include planned maintenance, other planned maintenance and non-housing related issues.

Planned maintenance complaints cover a broad range of works, such as roofing, window replacements, bathroom and kitchen upgrades, and fire safety testing. Other planned maintenance complaints for the purpose of this report mainly covers renewable works e.g. repairs and maintenance to air source heat pumps. Tenancy management complaints similarly relate to a wide variety of tenancy-related activities.

Non-Housing Ombudsman Complaints relate to concerns raised by individuals who are not MDH tenants or leaseholders. These include complaints related to lifeline services, garage management, estate condition, and noise nuisance. As these matters fall outside of the TSMs, the data represents several categories reported under a single heading. This data is reviewed on a monthly basis, and no significant concerns are highlighted.

It is also important to recognise that a single case may include multiple distinct issues. For reporting purposes, we record the most significant element of each complaint under the relevant category. This may result in some complaints such as rent corrections not appearing as standalone categories, even though they form part of a broader complaint.

MDH declined to investigate five complaints during 2025–26. Following legal advice, one complaint was deemed more appropriately addressed through the legal system. Three complaints were submitted by the same resident and were refused either because they had already been considered as part of our complaints process or were not deemed valid under our complaints policy. The last refusal was in relation to a resident requesting a matter from 2007 to be raised as a complaint. This was refused due to being out of our timeframe to investigate complaints.

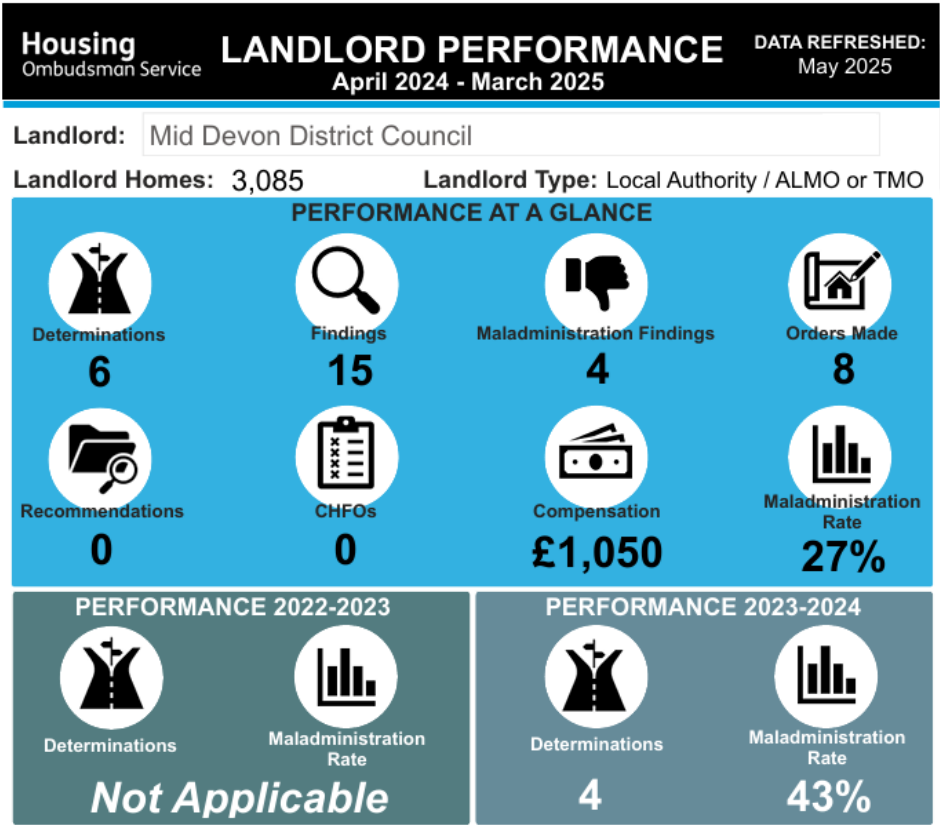
Further detailed performance information is provided in Annex E, in accordance with the requirements of the Code.

The Head of Housing and Health provides Members of the PDG with quarterly updates on MDH activities, including data relating to complaint handling.

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](#).



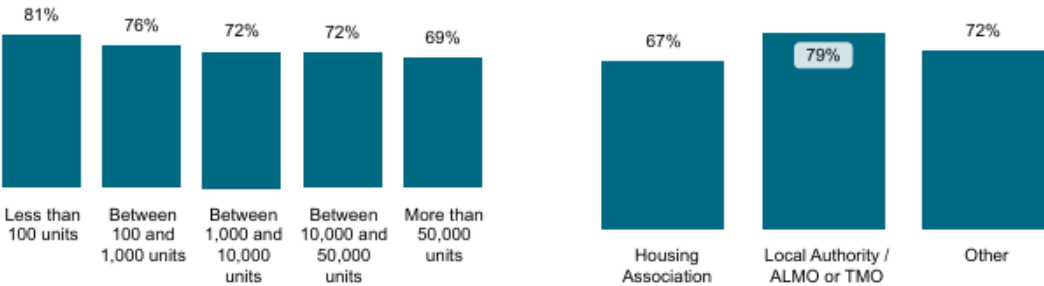
Maladministration Rate Comparison | Cases determined between April 2024 - March 2025

NATIONAL MALADMINISTRATION RATE: 71%

National Maladministration rate for Landlords of a similar size and type: 77%

National Mal Rate by Landlord Size: Table 1.1

by Landlord Type: Table 1.2



Housing Ombudsman Service

LANDLORD PERFORMANCE

Mid Devon District Council

DATA REFRESHED: May 2025

Findings Outcome Comparison | Cases determined between April 2024 - March 2025

National Performance by Landlord Size: Table 2.1							Landlord Findings
Outcome	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	National	
Severe Maladministration	5%	10%	5%	5%	4%	5%	0%
Maladministration	38%	36%	41%	41%	41%	41%	20%
Service failure	32%	24%	22%	22%	20%	21%	7%
Mediation	0%	0%	1%	2%	2%	2%	0%
Redress	3%	6%	10%	12%	17%	13%	0%
No maladministration	14%	17%	15%	13%	10%	13%	73%
Outside Jurisdiction	8%	7%	6%	6%	6%	6%	0%
Withdrawn	0%	0%	0%	0%	0%	0%	0%

National Performance by Landlord Type: Table 2.2						Landlord Findings
Outcome	Housing Association	Local Authority / ALMO or TMO	Other	National		
Severe Maladministration	4%		6%	3%	5%	0%
Maladministration	39%		45%	35%	41%	20%
Service failure	21%		22%	27%	21%	7%
Mediation	2%		1%	1%	2%	0%
Redress	16%		7%	10%	13%	0%
No maladministration	13%		11%	15%	13%	73%
Outside Jurisdiction	5%		7%	8%	6%	0%
Withdrawn	0%		0%	0%	0%	0%

Landlord Findings by Category | Cases determined between April 2024 - March 2025

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	1	0	0	0		4	0	5
Complaints Handling	0	1	1	0	0		1	0	3
Estate Management	0	1	0	0	0		2	0	3
Anti-Social Behaviour	0	0	0	0	0		2	0	2
Charges	0	0	0	0	0		1	0	1
Staff	0	0	0	0	0		1	0	1
Total	0	3	1	0	0		11	0	15

Findings by Category Comparison | Cases determined between April 2024 - March 2025

Top Categories for Mid Devon District Council				Table 3.1
Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration	
Property Condition	5	20%	73%	
Complaints Handling	3	67%	77%	
Estate Management	3	33%	64%	

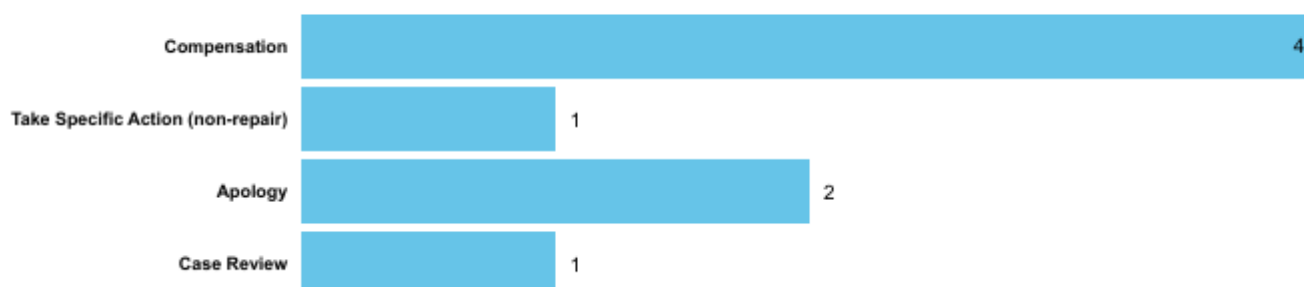
Top Sub-Categories | Cases determined between April 2024 - March 2025

Table 3.5



Orders Made by Type | Orders on cases determined between April 2024 - March 2025

Table 4.1



Order Compliance | Order target dates between April 2024 - March 2025

Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	8	100%
Total	8	100%

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

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

Tenant Satisfaction Perception Survey results relating to complaints.

Tenant Satisfaction Perception Survey results relating to Complaints 2025-26

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 – 31%
Quarter 2 - 35% Quarter 3 – 28% Quarter 4 – 32% Overall satisfaction 31%

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