

Housing Landlord Complaints and Service Improvement Report
Breckland Council
2024 – 2025

Introduction

In July 2023 Breckland Council became a Registered Provider of social housing. The council owns 17 homes that are currently rented to families who have fled conflict. Whilst this is a small number of homes compared with the majority of Registered Providers, the council recognises the importance of providing a high standard of tenancy management as well as the need for homes to be of good quality and safe.

In April 2024, the Housing Ombudsman introduced a new complaint handling code to ensure complaints are addressed fairly, effectively and promptly. We have completed the Ombudsman's Self-Assessment against the code to ensure that our processes and approach enable us to address issues, learn from them, prevent future occurrences and improve our services.

Whilst we have not received any complaints so far in relation to our social housing landlord function we recognise that there may be times, in the future, when we do not meet the expected level of service and where this is the case, it is important that we put things right.

Our complaints process (*insert link*) sets out our approach to complaint handling, so we can resolve complaints effectively and comply with the Code. This process is being developed into an adopted policy in 2025 – 2026.

1. Complaint Handling Code Self-Assessment

We have completed a self-assessment against the Housing Ombudsman Complaint Handling Code. This ensures we align our policies and practices to provide a prompt and effective complaints service.

This helped us understand where some small changes needed to be made to our corporate approach to complaints handling in order to meet the new requirements from the Housing Ombudsman. Whilst we have made these changes for the housing landlord service processes, we will also be rolling this good practice out across the whole council.

This is published here (*insert link*).

2. Analysis of our complaint handling performance

As the service is very new and small there have not been any complaints to analyse. Whilst we strive to provide an excellent service, we accept that there may be complaints to report on and analyse in the future and we will do so in the following format.

Year	No. of Stage 1 complaints received	Year on year change in volume	% of Stage 1 complaints responded to in target timescale	Year on year change in 'responded to in timescale' target	% of Stage 1 complaints upheld
2024 - 2025	0	n/a	n/a	n/a	n/a
<i>Future years</i>					

Year	No. of Stage 2 complaints received	Year on year change in volume	% of Stage 2 complaints responded to in target timescale	Year on year change in 'responded to in timescale' target	% of Stage 2 complaints upheld
2024 - 2025	0	n/a	n/a	n/a	m/a
<i>Future years</i>					

We will carry out analysis into the type of complaints we receive, the remedies and the learning from them.

3. Learning and Service Improvements

We will not wait for complaints before implementing improvements and learning. The landlord service is part of a wider housing service and officers participate in regular corporate learning as well as housing services specific training. Most recently this has been in relation to Awaab's Law. All complaints are analysed and reported on a quarterly basis through the Corporate Management Team.

4. Governing Body response

As there have been no complaints for the landlord service so far, an analysis report has not been presented to Cabinet. However, the self-assessment and a copy of this proposed format will be presented, along with the proposed new corporate complaints policy, in the financial year 2025 – 2026.