

Tenant Panel Subgroups – Complaints & TSM's Meeting

28th April 2026

Whitelaw Room, Town Hall

In Attendance
Panel Members
Madeline Pound & Helen Dodridge
TDC Staff
Tim R Clarke (Assistant Director Housing & Environment), Teresa Harding (Business Support Officer), Cllr Andy Baker (Portfolio Holder) & Jessica Woods (Senior Tenant Involvement Officer)

1. Welcome and introductions

Tim introduced himself and the group, then we went round the group, and everyone introduced themselves.

2. Apologies for Absence

Apologies were given for Christian James and Chris Gill, also John Coles who has resigned from the Tenant Panel.

3. Minutes and recap of actions from Previous Meeting

Both tenants signed off on the minutes.

Meeting	Action	Lead	Status	Note
03/03/26	Is it easy to make a complaint and are the ways accessible	All members	In Progress	
03/03/26	Feedback to full Tenant Panel regarding complaints leaflet/handout	All members	In Progress	
03/03/26	Read through the Annual Housing Complaints and Service Improvement Report and provide feedback	All members	In Progress	
03/03/26	Reference number for Repairs when calling in	Tim	In Progress	

Second action point reviewed and altered to go away and design a complaints leaflet/booklet to feedback to the next main Tenant Panel meeting. **ACTION**

Forth action point, Tim has asked, and you do get a reference number, but there is a question around whether this is passed to the tenant too. If reported online it was questioned if the reference number given the one attached to the repair too. Tim said he would go away and do some more work on creating both a complaint and repairs reference number for the tenant. **ACTION**

Ask someone from BS to attend next meeting to talk about the TSM's as this is an area that is reported on **ACTION**

**4. Discussion: Is it easy to make a complaint and are the methods accessible?
Feedback from panel members on their findings since the 3 March 2026
meeting.**

Madaline mentioned that she struggled to report a repair online, Tim diverted the question to making a complaint online and informed the group that we are beginning to develop a form with our IT department to make this possible. Generic discussion around the Housing Ombudsman changing the ways to report a complaint and you can now only do so via their website or by telephone. Cllr Baker commented that this could stop people taking their complaints further. Cllr Baker mentioned that we should add to said form a definition of complaint and service request to make the form more assessable and easier to understand.

ACTION

Tim pulled up the repairs form to go through it, Madaline mentioned that you have to add a photo to move forward with the online form and Helen commented that if the form was easier to find she would use it. Jessica to follow up to see if we can make sure you can proceed without a photo attached. **ACTION**

Cllr Baker also noted that the website was not in alphabetical order. **ACTION**

5. Annual Housing Complaints and Service Improvement Report.

The Housing Ombudsman requires us to report this, and it has to go via tenants and cabinet first, as the Councils governing body. Tim spoke through the Improvement report, [Annual Housing Complaints and Service Improvement Report.pdf](#).

Madeline asked if this is a reasonable amount compared to other councils? Cllr Baker and Tim agreed that this was a good question and suggested looking at other councils as they would have to be published too. Cllr Baker spoke on complaints numbers and said that he is happy with the amount as it is a small amount compared to our stock numbers. He spoke about looking for patterns to see if there is specific number of complaints in one area that we need to fix and that by looking at the figures of last year he could determine that a majority of complaints were due to delay of works.

Tim pulled up Colchester City Council complaints figures for the same year, and they have 331 S1 complaints, Helen asked if we will inherit these. Cllr Baker explained that when LGR happens it will be interesting as Colchester and Braintree do not have their own stock, they are an ALMO but doesn't think we will.

Madeline asked how many of the S2 were upheld/not upheld.

Teresa explained that 7 were upheld, 5 were not upheld, most were Repairs, 52 and Tenancy matters, 15 which includes ASB. Of 52, 45 were upheld which means they have been agreed, and a learning outcome will usually come from upheld response such as, more works/training for staff.

Madeline asked if staff had ever been attacked in response to their complaint outcome. No.

Cllr Baker explained that the response time has been greatly increased since the 2023/24 response times, they now sit at 93.6%.

Tim spoke through our self-assessment, [Self-Assessment Against the Housing Ombudsman Code.pdf](#).

Cllr Baker suggested that we send the new self-assessment to those who complained this year to see if they feel we are meeting what we say we are. Jessica suggested that we randomise it, and by using only name and address and write out to 40% for example we get usable, unbiased data. Jessica and Teresa to explore this further **ACTION**

Cllr Baker asked about having a feedback form about complaint handling after the complaint has been closed. **ACTION**

Tim asked if there are any comments?
No comments other than the feedback from.

6. Introduction to the Tenant Satisfaction Measures (TSMs) including presentation on the 2024/25 and 2025/26 data

Tim introduced the Action Plan, explained how it works. Tim picked out a few areas that were highlighted, Tim asked to take away and review at next meeting. **ACTION**

Cllr Baker asked about taking this to cabinet and where completed actions will be going, Jessica explained where successes will be captured.

Tim explained the results breakdown, and the arrows comparing us to last years results, and the benchmark. Top two items are repair service and well-maintained homes, same as last year of what to improve on.

Cllr Baker noted that complaints are not suggested to work on considering it is lower than last year, however it is higher than the benchmark. He also spoke about the learning we are doing on the repairs side with the new temporary people in place, as they have knowledge of other authorities.

Cllr Baker asked if we could add a question about what their complaint was? Jessica explained that there is certain wording that has to be used in guidance with the Regulator and it has to stay anonymous. Cllr Baker asked if we could speak to the Regulator and explain why we need to change to ensure that the result is accurate, Jessica to explore this. **ACTION**

Tim gave a brief overview of the highlights from this year's results and Jessica explained the process of the TSM survey.

Cllr Baker asked if we could look at the response rate against other councils **ACTION**

7. Any other Business & topics for future meetings

N/A

8. Date of next meeting

Group decided to have a one-hour meeting on Tuesday 2nd June at 2pm to through TSM's and then normal subgroup will resume on Tuesday 25th August.

Actions Log

Meeting	Action	Lead	Status	Note
03/03/26	Develop an easy complaint reporting form online with description of complaint and service request	All members	In Progress	Action altered in line with new comments Still developing form with IT
03/03/26	Design a leaflet/handout regarding complaints and feedback to full Tenant Panel	Jessica Woods	In Progress	Action altered to design leaflet and included on next full panel meeting
03/03/26	Read through the Annual Housing Complaints and Service Improvement Report and provide feedback	All members	In Progress	
03/03/26	Reference number for Repairs and Complaints when raising/reporting/emailing in.	Tim	In Progress	Action altered to include complaints too
28/04/26	Put listed sections on the website in alphabetical order	Jessica Woods	In Progress	
28/04/26	Tenants requested that a member of Building Services attend the next meeting to talk about the TSM's as this is an area that is reported on	Loraine Pruden	In Progress	
28/04/26	Ensure that you don't have to add photo to the repairs online reporting form to raise repairs to make it as assessable as possible	Jessica Woods	In Progress	
28/04/26	Explore surveying S1 complaints with our self-assessment to see how they feel we are doing	Jessica Woods & Teresa Harding	In Progress	
28/04/26	Explore the option of having a feedback form sent to those who have made a complaint after their case is closed on how they feel it was handled	Jessica Woods & Teresa Harding	In Progress	
28/04/26	Review TSM Action Plan and review at next meeting	All members	In Progress	
28/04/26	Explore changing/updating the question in the TSM survey to ensure complaints figures are captured accurately	Jessica Woods	In Progress	
28/04/26	Look at the TSM response rate against other councils	All members	In Progress	
28/04/26	One hour meeting to go through TSM's	Loraine Pruden	In Progress	