



**Yorkshire  
Housing**

# **Annual complaints performance and service improvement report**

2025-2026



# Customer complaints

## How we're doing and how we're putting things right

When customers aren't happy with our services, we want them to feel confident they can tell us. We always want to do our best to put things right, so it's important we handle complaints properly.

Here's a look at what's been happening over the last year, how we've performed, and what we're doing to handle complaints better.

Each year, we also check how well we're handling complaints against the Housing Ombudsman's Complaints Handling Code. This helps make sure our approach is fair, consistent, and in line with the rules.

## Here's what we've looked at:

- **How we handle complaints:** We've looked at the number and type of complaints we got last year and how we responded to them. We also include any we didn't take forward and explain why.
- **Feedback from the Ombudsman:** If the Housing Ombudsman (that's the independent service who investigates complaints) spots anything we need to do better, we take that seriously and use it to make improvements.
- **What we've learned:** Complaints help us understand where things have gone wrong and what we can do better. We don't just say sorry – we work to put things right and learn from it.
- **Reports from the Ombudsman:** We include any reports or feedback we've had from the Ombudsman about how we're doing.
- **Other helpful information:** If there's anything else from the Ombudsman that might help you understand how we're doing, we've included that too.

# Our complaints

Here's an overview of the complaints made to us at Yorkshire Housing from April 2025 to March 2026.

<b>1865</b>	complaints were made (down from 1978* the year before)	<b>6%</b>	decrease compared to last year
<b>99%</b>	of stage 1 complaints were responded to and closed within the required timescale set out in our complaints policy vs 97% in 2024-2025		
<b>98%</b>	of stage 2 complaints resolved within service level agreement vs 95% in 2024-2025	<b>50%</b>	of complaints are about our repairs service

## Top 5 reasons for complaints

Here's the top reasons our customers complained last year:

Number of complaints	Reason
323	Appointment not kept (missed, late, or cancelled)
173	Standard of work
166	Poor communication
119	Unreasonable delays
108	Colleague behaviours

 **6% of complaints we received weren't taken forward. Under the Housing Ombudsman Code, there are some reasons why a complaint can't be accepted, including:**

- The issue happened more than 12 months ago.
- Legal action has started, meaning a claim has been filed with the court, including the Claim Form and Particulars of Claim.
- The issue has already been considered through our complaints policy.
- Some of these cases were duplicates or were service requests rather than formal complaints.

\* The 2024/25 Annual Complaints Performance and Service Improvement Report recorded 2,146 complaints. This figure included service recoveries and rejected complaints. Our reporting approach has since changed, and these categories are no longer included within total complaint volumes.

## Compensation

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When we get things wrong and our customers are affected, we pay compensation. We do this in a range of ways including flowers, shopping vouchers, rent credits or money where appropriate.

This year, we paid £170,158 in compensation, compared to £357,171 in the previous financial year.

**£170,158**

**Was paid out to  
customers in the  
last year**

While it's important to pay compensation when it's the right thing to do, our aim is to get things right first time. That means we can use more of this money to make improvements to our services and our customers' homes.

The reduction in compensation reflects a few changes in how we work. From September 2025, service recovery costs have been recorded separately, which means we don't include them in our compensation totals now. We've also introduced clearer guidance and training for colleagues, helping us make more consistent decisions and make sure payments are fair and in line with the Housing Ombudsman's expectations.

## Service improvements and outcomes

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Missed appointments and delays (the top reason for complaints) can be frustrating. Here's what we're doing to make things better:

- **Daily appointment reports** are now shared with senior leadership to keep a close eye on how we're doing and spot any issues early.
- **Repairs are now closely monitored by team leaders**, if they follow a complaint, so we can make sure the work is completed properly.
- **Teams are working more closely together** to make sure appointments are kept wherever possible.
- **We've added more people to our Building Services team** so we can keep up with demand and get more jobs done.
- **We're keeping in touch with customers** when bad weather affects our ability to carry out repairs.
- **For bigger jobs like fencing, roofing, and groundwork**, we're making better use of our 90-day planned priority category to help manage expectations.

- **We're reducing our use of sub-contractors**, so we have more control and better oversight of the service our customers get.
- **We've set up a dedicated Repairs Taskforce** that meets every other week to track how we're doing and drive improvements.
- **A new scheduling system** is also on its way to help us plan and deliver repairs more efficiently.

Repairs continue to be the main reason customers get in touch to complain, making up around 50% of all complaints we get. We know how important it is to get repairs right, and we've been focusing on improving both the quality of work and how we manage appointments.

We've made a number of practical improvements, including restructuring our planning team, introducing new KPIs, and making it a requirement for operatives to get in touch with customers ahead of appointments. We've also strengthened our processes so that if jobs overrun, customers are kept informed and appointments can be rearranged.

In 2024/25, we carried a significant backlog of outstanding repairs. Over the course of 2025/26, this has been reduced and the backlog has now been cleared. We're maintaining this progress through tighter planning controls, additional quality checks and ongoing monitoring of open jobs.

We've also reduced the time it takes to complete routine repairs. So far in 2025, these are being completed in an average of 26 days, down from 31 days in the second half of last year.



## How we're improving how we handle anti-social behaviour

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We know that anti-social behaviour can have a big impact on people's homes and wellbeing. Over the last year, we've made a number of improvements to how we handle ASB and tenancy-related concerns, so we can respond more clearly, consistently and effectively.

In November 2025, we updated our ASB Policy to make our approach to hate crime clearer. We've also improved the information customers get when they first report ASB, so it's easier to understand what to expect and what happens next.

We've introduced Good Neighbour Agreements for all new mixed-tenure developments, including homeowners, to help set clear expectations from the start. Alongside this, we've reviewed our sign-up information and delivered training, so customers receive clear and consistent information.

We've also made changes to improve how we record information and refreshed training for housing officers and scheme managers on handling ASB. You'll now see more of us out and about, with housing officers spending around 80% of their time on our communities so they can support customers more directly.

## Involving you

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We're working closely with our customers to improve how we handle complaints. Our Customer Feedback Forum gives customers the chance to get involved in shaping our services. Every four months, the forum reviews complaint cases, customer suggestions and compliments, sharing feedback on how well we're handling issues, whether we're keeping our promises, and how we can do better. This helps us learn from what's gone wrong, make meaningful changes, and recognise colleagues who deliver great service.

## Our Board lead for complaints

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In 2025, we appointed Nicky Passmore as our Board lead for complaints. We've already started to see the positive difference this role is making across complaints and our wider governance.

Nicky plays an important role in supporting a positive culture around complaint handling and making sure the Board has regular insight into how we're performing and what we're learning. She has access to the right information and colleagues to support her, helping us continue to improve how we handle complaints.

## Find out more

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If you'd like more detail on complaints, you can take a look at the full Yorkshire Housing Board report.