

Annual complaints report for Enfield Council's housing services

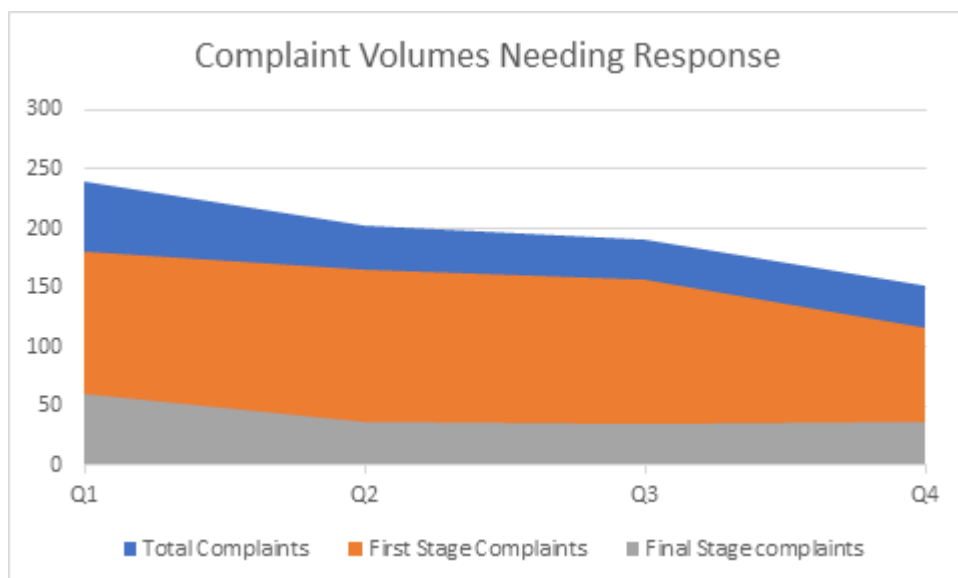
1. Introduction

This document summarises council housing complaints received between April 2024 and March 2025.

- Enfield received 749 complaints in 2024/25 comprising of both first and second stage complaints.
- This is an increase of 27 complaints compared to the previous financial year.
- Enfield Council's housing service responded within timescale to 716 of the 749 complaints (95.6%).
- This is an improvement on last year's performance where the service provided a timely response to 560 of 722 complaints (77.6%).

2. Complaint volumes and performance

Enfield experienced a slight increase in complaints in the last financial year but responded quickly and effectively to ensure better compliance with the complaints code. Enfield saw a reduction in complaints between Quarter 1 and 4 as shown in graph below.



- Performance improved throughout the year, with 100% response rate recorded for Q4 for final stage complaints.
- Stage one complaints responded to on time increased from 73% in 2023-24 to 92% in 24-25.

- The number of complaints responded to on time has increased from 2023/24:

Total	First stage in time	Second stage in time
2024/25	92%	95%
2023/34	73%	86%

3. Complaint responses summarised

Breakdown of complaints received for 2024/25

Complaint stage	Leaseholders	Tenants	Total
Stage one	117	539	656
Stage two	23	70	93
Total	140	609	749

The council responded to 716 complaints within the Housing Ombudsman Complaints deadline.

- 85 complaints did not meet code compliance.

Stage one complaints

Code compliance	Leaseholders	Tenants	Total
Within code	116	515	631
Outside of code	1	24	25

Stage two complaints

Code compliance	Leaseholders	Tenants	Total
Within code	19	66	85
Outside of code	4	4	8

4. Complaint themes

More than half of total housing complaints received relate to repairs, accounting for 52.63% of stage one complaints (By comparison Enfield completed over 41,000 repairs in the financial year). The second highest amount of complaints related to our housing management service with 25.96% of first stage complaints.

The table below outlines complaints categorised by service area. Each complaint encompasses all relevant aspects—so if a single complaint involves multiple issues, such as dissatisfaction with multiple services, it is recorded as one unified case but for our learning all service areas are included.

Stage one complaints by service area

Repairs	52.63%
Housing Management	25.96%
Neighbourhood Caretaking	6.95%
Major Works	4.68%
Assessment and Allocations	3.55%
Compliance	2.41%
Estate Services Operations	3.26%
Rent	1.84%
Voids & Lettings	1.56%
Homeownership Rents & Service Charge	1.28%
Highway and Housing Grounds Maintenance Service	0.85%
Resident Engagement	0.71%
Housing Development & Regeneration	0.57%
Income Collection & Dispute Resolution	0.43%
Capital Projects	0.43%
Benefit and Council Tax Support	0.43%
Accessible Housing Adaptations	0.28%
Community Spaces	0.14%

Stage two complaints by service area

Repairs Team	45.54%
Housing Management	33.66%
Capital Projects	5.94%
Voids & Lettings	4.95%
Major Works Rents and Service Charge Team	3.96%
Estate Services Operations	2.97%
Compliance	1.98%
Assessment and Allocations	0.99%
Income and Revenues	0.99%

5. Complaints not accepted

Council Housing is committed to listening to residents and addressing their concerns through a clear and thorough complaints process. Whether a complaint is submitted online, by email, or over the phone, our dedicated Housing Complaints team carefully reviews each case. If an enquiry doesn't meet the criteria for a formal complaint, we will inform the resident and ensure its directed to the appropriate service. To promote transparency and understanding, we've outlined our process and criteria below making it easier to distinguish between general enquiries and formal complaints.

- 114 enquiries via the complaints system were actioned as service requests.
- 11 complaints were duplicates of existing complaints regarding these concerns - in these cases responses were sent out or escalated depending on the necessary stage.
- 14 enquiries were deemed to be 'invalid.' Further information was requested but not supplied.
- 9 cases that had been classified and allocated as complaints were withdrawn at the request of the resident as the matter has been resolved to the customers satisfaction.
- 4 cases were not investigated as complaints as the matter was outside of the department's jurisdiction (for example private land).

6. Complaints policy

- A copy of Enfield Councils Corporate complaint Policy can be found on our website. Make a formal [complaint | Enfield Council](#)
- Enfield updated the Corporate Complaints Policy in March 2024 to ensure compliance with the new Housing Ombudsman Complaint Code. As referenced in 6.7 of the policy.

7. Housing Ombudsman

We are a member of the Housing Ombudsman Service (HOS). We work closely with HOS and use the insights from determinations made against us and others to improve services.

- The council “self-assessment” was completed in April 2025 and signed off by the Cabinet Member for Housing. The self-assessment is published on the council's website : [Complaints | Enfield Council](#). The Council remains compliant with the code and will conduct a further review following a restructure, merger or change of procedure.
- Council Housing received 13 orders from 8 determination reports for residents from the Housing Ombudsman in 2024/25, a reduction from the 23 determinations received the previous year.
- Of this two severe maladministration and four maladministration findings were about complaint handling. Enfield did not receive any Complaint Handling Failure orders and has shown compliance with all orders made during 2024-25. Enfield Council continues to review the Housing Ombudsman recommendations and implement these into policy where applicable.
- The Housing Ombudsman published the Landlord Performance Report for 2023/24. It can be found here [Landlord-Report-London-Borough-of-Enfield.pdf](#). When published, the 2024/25 ‘Landlord Performance Report’ will be shared on the council website.
- Decisions from the Ombudsman can also be found here [Decisions Archive - Housing Ombudsman](#) - please ensure you add ‘London Borough of Enfield’ to assist in filtering the search.

8. Lessons learned

A key feature of our approach to improve services is how we use complaints to learn and make changes to systems and services. A weekly meeting chaired by the Director of Housing Services reviews current complaints and analyses trends and recommends change. Some of the examples of this are:

- It has been clear that early engagement with tenants at stage 1 of complaints is key to resolving the problem and improving the customer experience. We implemented a telephone call with first complainants to understand the issues and provide an advocacy service, building trust and reducing escalations to the final stage of the complaints process.

- In October 2024 a review of the management of Damp and Mould Repair cases as part of an Ombudsman decision was undertaken by the Director of Assets and Major Works. The report captured an action plan and timescales to ensure that LBE can respond effectively to damp and mould cases and led to the creation of a dedicated and specialist damp and mould team within the repairs service.
- Complaints regarding anti social behaviour and rough sleeping on some estates led to the creation of a roving security patrol. This was piloted and then following tenant engagement was made a permanent feature which has been a key part of the reduction and improved management of anti social behaviour.
- Residents' complaints regarding environmental issues on some estates led to Housing Services launching the enhanced estate services team. This new service, using intelligence from tenants and complaints proactively improves communal bin areas, fencing, security measures and common garden areas. It has been a hugely successful initiative improving the look of many areas and improving resident satisfaction.

9. Service Improvement Plan and complaints improvement

- The [Service Improvement Plan 2025/26 for Council Housing](#) was approved by Cabinet on 12 March 2025. The workplan was developed with consideration of lessons learned through complaint handling, insight from tenant satisfaction measures and recommendations from Housing Ombudsman determinations.
- Council Housing services has launched a new Complaints & Resolution Team with additional resources. The teams focus is dispute resolution and improving the resident experience. Complaints officers work in an advocacy model to provide resolution to the residents in a timely manner, working with services and the residents for resolution to reported issues.
- A self-assessment report was completed following the restructure to ensure compliance against the Housing Ombudsman Complaints Code.
- Dedicated resource in the repairs service has been established to provide a swift 24-hour repairs resolution.
- Complaints are given a risk rating based on impact on residents, with priority given to damp and mould, leaks and ASB. Impact on vulnerable residents is also given consideration to identify any additional support needs.
- Customer care training is provided for staff.
- Enhanced data reporting will help provide further analysis of complaints, the diversity profile of tenants, property types, areas and more. This will help us develop preventative service responses.

10. Regulator of Social Housing

- Enfield recently received a C1 grading from the regulator of Social Housing. The regulator noted *“Overall, we found that LB Enfield ensures complaints are addressed fairly, promptly and effectively. LB Enfield provided evidence of recent changes to its complaints management processes which are leading to improvements in complaints handling, this work will need to be maintained to improve outcomes further for tenants. LB Enfield evidenced learning from complaints and understands the impact on tenants when it gets things wrong, identifying when improvements are needed and responding accordingly.”*

11. Governing body response

A decision to note the report was agreed by Cabinet on [10th September 2025](#).

12. Conclusion

We are committed to ensuring continuing improvement on complaints management service for our tenants and are confident that the changes made will provide our service users with a more efficient and resolution-based approach.