

Annual complaints performance and service improvement report 2025-26

(Governing body response)

This report provides a clear picture of both the challenges we continue to face and the progress we are making as a landlord. While complaint volumes fell overall during 2025-26, compared with last year, demand remains high and increased steadily throughout the year. As in previous years, most complaints related to repairs and the condition of residents' homes, and it is clear that this remains the area where residents most want to see improvement.

The report also highlights an important point: we uphold the majority of complaints we investigate. We should never be satisfied with service failures, but this demonstrates a culture that is willing to acknowledge mistakes, learn from them and take action. The lessons identified through complaints are helping us focus our efforts on the things that matter most to residents, including communication, responsiveness, follow-through on agreed actions and the quality of repairs services.

Complaint response times during 2025-26 were not where we want them to be and the governing body recognises the frustration this causes residents. However, this report also demonstrates that significant work has been undertaken to strengthen oversight of complaints, improve performance management, increase resources in key services and improve the way complaint outcomes are monitored. We are already seeing the benefits of this work in our response times so far in 2026-27 and will continue to maintain a strong focus on delivering further improvement.

What gives me confidence is that the improvements made over recent years are increasingly being recognised through independent scrutiny. Although Housing Ombudsman determinations increased, reflecting wider national trends and historic cases reaching conclusion, the proportion of cases resulting in maladministration findings fell significantly and no severe maladministration findings were made against the Council during the year. This is encouraging evidence that the actions being taken across our housing services are having a positive impact.

I welcome the extensive learning and service improvement activity described in this report. From strengthening repairs oversight and contractor management to improving communication, complaint investigations and support for vulnerable residents, there is a clear programme of work in place to address the issues residents raise most often.

There is still more to do, and we will continue to hold services to account for delivering the improvements residents expect. However, this report provides assurance that complaints are being taken seriously, that learning is driving change and that the Council is building on a stronger foundation than in previous years. We remain committed to providing services that are responsive, accountable and focused on the needs of our residents.

Councillor Jackie Smith

Deputy Leader and Cabinet Member for Housing, Greenwich Builds & Estate Regeneration