Dérive (Salford) RP

25/26 Annual Complaints Performance and Service Improvement Report

The following sets out how customer complaints were handled from 1st April 2025 to 31st March 2026.

Stage 1 complaint handling performance

The Stage 1 complaints were handled by our managing agent. We received a copy of complaint responses and carried out checks to ensure they were handled in line with the Housing Ombudsman Service Complaint Handling Code.

During 25/26:

- We received 26 Stage 1 complaints. These complaints were made by 17 households.
- Of these 24 (92%) were responded to on target. This is 10 working days from when an acknowledgement was sent to the complainant, or a further 10 working days if extra investigation time was needed due to the complaint's complexity.
- Eight complaint responses had an extension. This is 31% of all complaints handled.

Stage 2 complaint handling performance

If a complainant was dissatisfied with the Stage 1 response, they could request to escalate their complaint to Stage 2.

Stage 2 complaints were handled by us, Dérive (Salford) RP, as the landlord. We reviewed that the Stage 2 complaints were handled in line with the Housing Ombudsman's Complaint Handling Code.

During 25/26:

- We received and responded to 4 Stage 2 complaints. These complaints were made by 3 households.
- All (100%) Stage 2 complaints were responded to on time, which is 20 working days from when an acknowledgement was sent to the complainant, or a further 20 working days if extra review time was needed due to the complaint's complexity.
- Two complaints had an extension. This is half of all Stage 2 complaints handled.

Housing Ombudsman Service

Complainants can escalate their complaint to the Housing Ombudsman Service if they are dissatisfied with how we have handled their complaint following the Stage 1 investigation and Stage 2 review. We were asked to provide evidence for one Housing Ombudsman Service investigation, and no determination has been received to date.

Reasons for complaints

The reasons households gave for making a complaint are set out below.

Reason for complaint	Number
Handling of anti-social behaviour (ASB)	5
How the tenant was spoken to by staff	3
Income management advice	2
Boundary fencing	2
Communal bins (smell, flies, vermin)	2
Water issues (appearance, smell)	1
Adaptation delays	1
Defects on new build home	1
Electricity meter access	1
Envirovent heating system performance	1
Parking issue	1
Rehousing advice	1
Service charge for lift	1
No hot water (new tenant)	1
Grounds maintenance not carried out	1
Security (door entry access to block)	1
Total	**25**

Where the same issue has been logged more than once at the same address, due to multiple incidents, we have counted this issue once. Other households complained about more than one issue. This means that overall, the number of complaint causes is lower than the number of Stage 1 complaints handled.

Outcome of the complaint

We made the following decisions following the Stage 1 investigation.

Outcome	Stage 1	Stage 2
Upheld – Service failure found	12	1
Partly upheld – Service failure found in some part(s) of the complaint but not others	4	1
Not upheld – No service failure found	10	2
Total	26	4

We offered several remedies when a service failure was found. This ranged from an apology, to putting something right, such as completing a repair, or arranging an appointment to discuss an ASB case.

Where the household had experienced a lack of service due to the issue, we offered compensation. In 25/26 we awarded £500 in compensation. This was across 2 households impacted by disruption due to lack of utilities (water and electricity).

Using complaints to understand fair and equitable outcomes for tenants

We analysed the protected characteristics of complainants to assess whether certain groups of tenants are having a different service delivery experience than other groups of tenants, for example due to gender, age, ethnicity, sexual orientation, disability or religion (called protected characteristics).

Although we have this information available to us, we have concluded that due to some households making several complaints this is not representative of complainants overall. We are unable to correct this in 25/26, for example, by ensuring these households are only included once in protected characteristics reporting. This is something we will address in 26/27.

Findings

The main findings for complaints are:

- There are strong examples of supporting households experiencing ASB, but there are other examples of reports not being logged or being investigated in line with our ASB Policy.
- Some complaints were easy to resolve, for example a household complained about a charge they paid for a service they did not require or receive. An investigation found this was the case and the charge was refunded.

- Where households had complained about how staff had spoken to them on the phone, a review of the phone call found that in most cases staff had handled the call professionally. Staff were held to account where their handling of the call did not meet expected standards, and households were informed of this outcome.
- Some complaints were complex and although they took some time to resolve, the investigation found the service request was handled appropriately, often involving partners we work with. This included the adaptation request and defects on a new build.
- There were examples of service requests being handled appropriately, but the household was not kept up to date in a timely way. These were acknowledged with an apology given.

Learning

We have identified the following areas for improvement in 26/27. This is based on complaints being handled well in the short term, to improve the issue, but where we accept we need to do more to sustain these standards long term.

Communal bin stores

We experienced significant problems with our communal bin stores in the summer due to the hot weather and lack of ventilation. This resulted in fly and rat infestations and excessive bad smells, which were unpleasant for households and our managing agent. We have introduced extra weekly refuse collections as an immediate improvement and deep cleaning of the stores were completed. We are reviewing all our communal bin stores over the winter 26/27 to see what we can do to prevent this happening again. This may involve changing the design.

Parking

We have a parking issue in one scheme which is close to a school. At school drop off and pick up times non-residents use the scheme to park during these times. This is causing constant disruption for Dérive households. We are looking at parking solutions to ensure the parking is only used by tenants. We will contact tenants to understand their parking needs and ask their view on the improvements we propose.

ASB

We will more widely promote to tenants our ASB service and how to access this advice and support. This will support households to hold us to account when we do not log their concerns as ASB. We will also train staff to ensure they understand when issues reported by households should be logged as ASB and how these should be handled in line with our ASB Policy.

This report was approved by Dérive (Salford) RP Board October 2026.