

## Briefing Note

To	Housing Advisory Board
From	Tenant Voice Members
Subject	TVF Update Nov 2025
Purpose	The briefing outlines the recent work and achievements of the Tenant Voice Forum over the last 2 months. The Forum has been reviewing the complaints handling process, ensuring alignment with best practice and regulatory guidance.
Decision required	For information
Status	Not confidential

### Update of complaints handling process review

TVF has been more involved with the complaints handling process and the development of the stage 1 and 2 complaint process than any other area. The complaints manager has provided us with power point presentations with her suggested strategies throughout the development process, then allowing us as a group to take time to apply our thoughts and ideas and amending prior to any finalization.

We feel the complaints handling process is robust going forward. A recent test was a new TVF member who had not been involved in the process found it on the Bury council website and thought it had not been reviewed by TVF. They applied their own scrutiny to the process but found no issues other than some terminology which could be explained.

Another built in feature to the complaints handling process that should not be overlooked is the relevant data that is now being collected. For the first time data is compiled from every relevant (known) system giving a much better understanding of the areas we are failing in and allow us to target those areas for improvement. This is the type of information that TVF have been asking for since before I was involved and over the next 12 months should provide real data not just as to where the problem lies in but also how they arise in the first place.

We continue to identify key findings and observations from the data provided and recommend improvements.

### Reporting complaint online

Although for some it is a simple and preferred method to report online there are still barriers for others. This mostly is around huge variability in computer and online literacy. Also dependent on the platform and operating system seems to have different results when using online services. Setting up an account and navigating the system may always be out of reach for some the more we can simplify the process and accessibility (eg translation option) the more the take-up response will be rather than using the call centre.

May be helpful to talk to someone from the web development department to have a better understanding of the parameters they have to work within so TVF can provide more informed changes that are possible. TVF data tested the damp and mould, reporting this could be expanded to other areas before it goes live on the website/app.

## **Call Centre**

The ongoing inconsistency of the call centre. While some are really invested in resolving and investigating an issue, and some feel it's their role as a gatekeeper to some services whilst this may be done with good intentions and budget in mind it can be the genesis of complaints. If we could maybe look at the way training is done for the call centre this may give us a better understanding why the approach varies.

## **Policy Influence**

TVF continue to provide input in shaping housing policies by reviewing the following:

- Compensation Policy
- No Access for non-emergencies Policy
- Temporary Move Policy and Procedure

TVF have also reviewed the notices for the following key services:

- Communal Cleaning
- Grounds Maintenance