

Listening to you

Complaints Insight Report - October 2020-March 2021

We are committed to delivering an excellent customer experience and listening to your feedback to improve our services. We believe in being open and honest, building trust through a transparent feedback process.

This is the second edition of our Complaints Insight Report which will be published twice a year and made available for our customers. We will highlight any trends, the lessons we have learnt and any changes we have made to our services to provide a clear view of the feedback we receive. We will also give you an overview of any complaints which have been escalated to the Housing Ombudsman.

| Complaints Data | Apr - Sep 2020 | Oct 2020 - Mar 2021 |
|---|--|--|
| Total no. of complaints | 187 | 101 |
| % of complaints resolved at stage 1 | 84% | 88.5% |
| % of complaints resolved at stage 2 | 10.7% | 10.7% |
| No. of complaints escalated from stage 1 to stage 2 | 33 | 6 |
| Main areas for complaints | <ul style="list-style-type: none">➤ Data incident➤ Repairs➤ Grounds maintenance➤ Poor communication | <ul style="list-style-type: none">➤ Repairs➤ Neighbourhoods |
| No. of complaints escalated to the Housing Ombudsman | 1 | 2 |

We received an exceptionally high number of complaints at the beginning of the year following the data incident. As the year has gone on, we have seen a reduction in complaints and the main focus during the various lockdowns turning to Repairs and Neighbourhoods.

As a result of the complaints, what are we doing to improve?

Repairs

Following complaints and feedback from customer satisfaction surveys for Repairs we have;

- **Outstanding repairs** – Following lockdown and due to the backlog of repairs, we created a system to help us monitor and prioritise our outstanding orders. This has meant we were able to considerably reduce the 780 outstanding repairs to 150 by the end of March.
- **Poor communication** – When we went into full lockdown again in January 2021, we made sure we let our customers know what our plans were for our repairs and other services. We did this on our website, via our online customer accounts, letter, text and social media.
- Due to the large number of outstanding orders following lockdown, we have not always been able to reach our customers on the phone so where possible, we have sent texts out to advise our customers of upcoming appointments. We continue to review and improve our automated text messaging system which notifies our customers of new/changed and cancelled appointments for repairs.
- **Quality of repairs** – Since the beginning of March 2021 and as restrictions have eased, we have increased the number of post inspection visits being completed. We will continue to increase these and monitor the quality of completed repairs in your homes, where there are areas of concern.

Neighbourhoods

Following complaints we have received for Neighbourhoods we have;

- **Mutual Exchanges** – We are currently reviewing our housing management system and we are working with Homeswapper to see how we can improve our mutual exchange process and communication when carrying out mutual exchanges to make it clearer for our existing and future customers.

Other changes we have made following your feedback

- As a result of a recent complaint we have now updated our Application for Alterations form to include consultation with your neighbour regarding any improvements you wish to make to your home.
- We have also identified training needs around repairs jobs being closed when follow-on works should have been arranged. This has been addressed with the repairs operatives.

Housing Ombudsman complaints

We want to provide you with an honest and clear view of our complaints and including those cases which are escalated to the Housing Ombudsman.

The table below provides details of the reasons why the case was reviewed by the Housing Ombudsman, whether the case is still open or closed and any final determinations provided by the Housing Ombudsman.

| Housing Ombudsman Complaints – April 2020 – March 2021 | | |
|--|---------------|---|
| Details of case | Status | Ombudsman’s determination |
| <ol style="list-style-type: none">1. Customer states that the Landlord’s agent misrepresented the sales process2. They do not believe the contract they signed digitally is enforceable | Closed | Does not fall within the Ombudsman’s jurisdiction to consider. Housing Ombudsman wrote to the customer to advise. |
| <ol style="list-style-type: none">1. Landlord’s handling of ASB2. Landlord’s response to request to rehouse | Closed | Landlord has offered reasonable address to the service failures identified. |
| <ol style="list-style-type: none">1. Landlord’s handling of ASB2. Landlord’s handling of request to move as a result of ASB | Closed | <ol style="list-style-type: none">1. No maladministration by the landlord in handling the reports of ASB.2. No maladministration by the landlord in respect of its response to the request for a housing transfer. |