



**Delivering an
exceptional
housing service**

**Trends arising from complaints, comments and
dissatisfaction during quarter 1**

1. TRENDS ARISING FROM COMPLAINTS, COMMENTS AND DISSATISFACTION DURING QUARTER 1

Recurring issues – complaints, comments and dissatisfaction

As mentioned in 'Feedback reason identified by customer' the main underlying issue arising from complaints throughout this quarter related to tenants disagreeing with the policies and procedures in place at the time.

Poor customer service and poor quality of work were the next two highest concerns. Below the issues are explored in more detail:

Headline themes and trends from complaints made during Q1

The main themes that can be deduced from complaints are as follows:

i) **Poor customer service**

Repairs

- Tenants had not been made aware of repairs/servicing appointments that had been arranged. One of these related to an IT issue as text alerts had been switched off during lockdown, however that aside the tenant had requested a phone call which did not happen.

Customer Contact

- A tenant's appointment had not been raised in the system at all when she called us to check this.
- Advisors were unwilling to raise an emergency repair for a tenant however it was apparent when she raised feedback this should have been done.

Technical Services

- A complaint was raised about the conduct of scaffolders on site and the noise and language they were using.

ii) **Poor quality of work / damage**

Estate services

Over 50% of the feedback raised about quality of work related to estate services.

Most of the issues related to lack of work from the contractors, however the Manager found that in most cases our contractual obligations had been satisfied.

Repairs

Tenant complaints about the quality of work carried out by us or our contractors related to:

- Rubbish left on site following repairs.
- Poor inspections, resulting in work needed being missed initially.
- The quality of work carried out or damage caused which resulted in further appointments to complete repairs.

There are still a number of complaints made by customers requesting compensation for damage to decoration or flooring following repairs, where this has been due to wear and tear the tenant is advised to approach their own insurer.

Staff member issues

Repairs

- Tenants contacted us about staff driving, this is a recurring issue.
- Tenants were not happy with the attitude of operatives who worked in their properties.

Contact Team

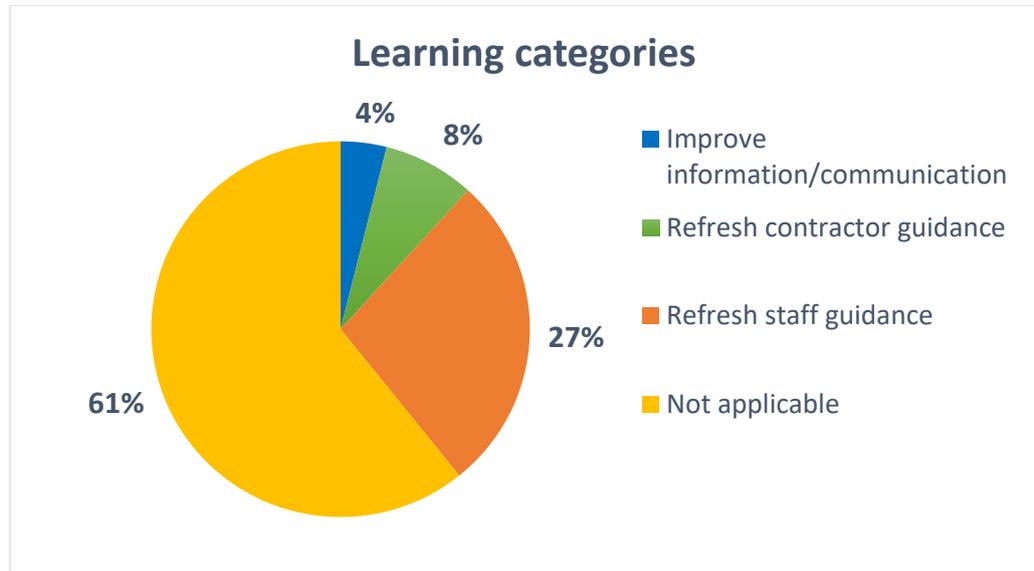
- Tenants upset about the way an advisor handled their call. In one instance the advisor terminated the call as the tenant was being very aggressive. In this case the caller was warned that his behaviour would not be tolerated. The other issues were looked into by the Customer Contact Coordinator.

Tenancy Management

- A tenant was upset by the attitude of an Income Officer who he felt should have been more empathic.
- A tenant was very angry that a Housing Officer had agreed a meeting but cancelled this hours before by email and then was not available to speak when they tried to make contact.

2. LEARNING

With regard to the trends highlighted above, the learnings that can be taken from these are categorised below:



Within this, most of the main learning required was simply reminding staff and contractors of the policies and procedures already in place to ensure these are followed for example:

- To check local lettings policies before offering property to an applicant.
- Being professional when handling telephone calls.
- Operatives to report any damage caused or arrange follow on work as needed.
- Operatives to act professionally on site and to remove any rubbish before they leave.
- Inspections to be carried out carefully to ensure that repairs needed are raised and carried out in a timely manner.