



**Delivering an
exceptional
housing service**

**Trends arising from complaints, comments and
dissatisfaction during quarter 3**

1. TRENDS ARISING FROM COMPLAINTS, COMMENTS AND DISSATISFACTION DURING QUARTER 3

Recurring issues – complaints, comments and dissatisfaction

As referred to above, the main underlying issues arising from feedback so far this year relates to delay in providing a service.

Poor customer service is the second highest reason followed by staff attitude.

These trends are explained in more detail below:

i) **Delays providing service**

Repairs

Delays continued to be the main cause for complaints about repairs, particularly as lockdown restrictions were eased and expectations rose.

Complaints were made in relation to delays in obtaining materials and parts, such as doors and windows.

There may be an expectation from some tenants that repairs would immediately return to pre-Covid / pre-lockdown levels of service. However, in addition to delays in sourcing parts and materials, the effects of Covid and, more recently, Storm Arwen, has affected appointment availability for tenants.

Follow on jobs continue to be a source of complaints. PMD continue to work to improve the management of follow on jobs, however there has been a number of factors which have been affected this over the last couple of months such as those mentioned earlier, (namely staffing issues, Covid-19 and Storm Arwen).

ii) **Poor customer service**

Repairs

There have been instances of tradesmen not turning up or appointments being cancelled without the tenant's knowledge. If an appointment has been cancelled, then the tenant should be advised, but it is apparent that this not always occurs. Management have been advised of this and have reminded staff, (in particular, schedulers) to ensure that if appointments are cancelled or rearranged, then tenants must be aware of this.

In addition, there have been examples of contractors changing appointments without advising the tenant. Where there have been such instances, this has been highlighted to the appropriate manager, who has raised this with contractors to ensure that this does not happen again.

There has also been an example of where a tenant has advised that an initial repair appointment given is not convenient. In such circumstances, the tenant receives the appointment via text and then texts us back to advise if the appointment is suitable, (replying 'yes' or 'no' to the text). Where the answer is 'no' this is managed by the Contact Team who will rearrange, which has not always been the case. Such examples have been highlighted for the Customer Contact Centre Manager to investigate and determine what has caused such omissions.

Estate Services

There have been examples of tenant's complaining about the poor level of service provided by landscape contractors at certain schemes, advising that the standard of landscaping is not acceptable.

Such examples have been escalated to management, and joint on-site inspections with the contractors have been undertaken to highlight and address these concerns.

iii) **Staff member issues**

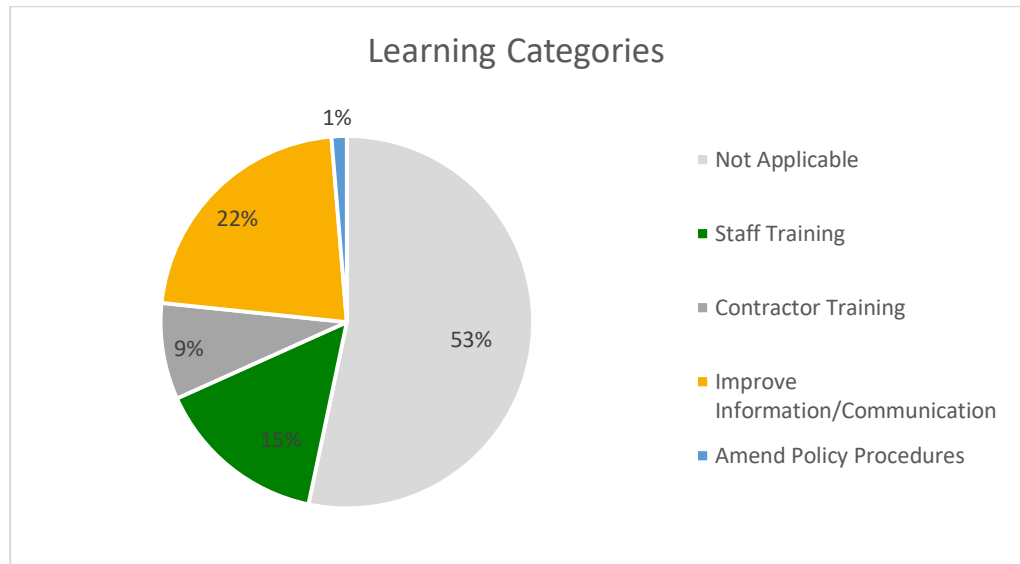
We received a small number of complaints from tenants about the apparent poor attitude of staff, either face to face or on the telephone. Each complaint was investigated by the appropriate line managers of the staff involved.

Following investigation, it was found that all of the cases were, largely, due to tenants not accepting what colleagues were telling them in relation to issues ranging from condition of property, rent arrears and compensation offers and requests. In effect, colleagues were being criticised for merely carrying out their job. As such, the complaints were not upheld.

2. LEARNINGS IDENTIFIED

Section 5 above links in with the learning that was identified across all service areas as a result of those trends.

The chart below shows the principal categories of learning identified:



Investigations are ongoing into the reasons why 53% of complaints, generate 'no applicable learning'.

The next largest category, after 'not applicable', is to improve information and communication, especially in relation to the repairs.

The main learning from repair complaints continues to be to consistently reinforce that:

- Tenants are kept updated on jobs that have been put on hold for parts or materials
- Tenants are contacted if their appointment is to be cancelled or re-arranged, or if they are running late
- Follow on jobs are raised in a timely manner