

# Complaints Performance

JUL - SEP  
2024



This quarter we have handled 98% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 50% of Stage 2 complaints within the Housing Ombudsman timescales.



We have received 240 complaints so far this year, which is a 126% increase from the same time last year. This is due to us strictly following and ensuring complaints are being handled aligned to the Housing Ombudsman Complaint Handling Code.



62% stage 1 complaints have been upheld.

## TYPES OF COMPLAINTS

## TOTAL

Income Collection	5	Customer Services	16
Lettings Services	4	Standard of property on Let	2
Neighbourhood Services	3	Homeownership and leasehold services	1
Planned works and safety servicing	6	Tenancy Services and ASB	11
In house Repairs and Maintenance contractors	63	New Developments	1

# Housing Ombudsman Case

**The complaint was around our response to a report of damp and mould within a property.**

“In this case we did not provide the service that we expect for the tenant, and we are very sorry. We are progressing through the Housing Ombudsman orders and we are undergoing the self-assessment outlined. Once this assessment has been completed, we will provide our evidence to the Housing Ombudsman. We will then look at how could have prevented this from happening, ensuring that it doesn't happen again.

“Since this case, our processes and procedures have improved, an example of this being our Damp and Mould policy which now provides clear timescales of when actions should be taken. The Housing Ombudsman Complaint Handling Code is also now statutory, and the way we respond to and report on our complaints handling aligns to this. We have also increased the number of colleagues who handle complaints.”

## Findings - Severe Maladministration

The Housing Ombudsman found that in this case we:

- Failed to act on all the repairs recommended by its specialist contractors.
- Failed to monitor the outstanding repair works through to completion.
- Failed to provide a lasting repair to the damp and mould.
- Failed to show that it provided the resident with support regarding the financial implications of the ventilation system.
- Failed to comply with the timeframes set out in its complaint policy and the Code.
- Failed to comply with the requirements of the Code in its complaint responses.
- Failed to acknowledge any failures or explain how it intended to learn from its mistakes.
- Failed to keep adequate records of the complaint journey.
- Failed to offer suitable and appropriate redress to recognise the impact of its failures.

## Orders

- CEO to write a written apology.
- To pay £2000 compensation.
- To arrange a further inspection of the property and provide a written response with any schedule of works.
- Refresher training for complaint handlers.
- To self-assess against the Knowledge and Information Management spotlight report by the Housing Ombudsman within 12 weeks.



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