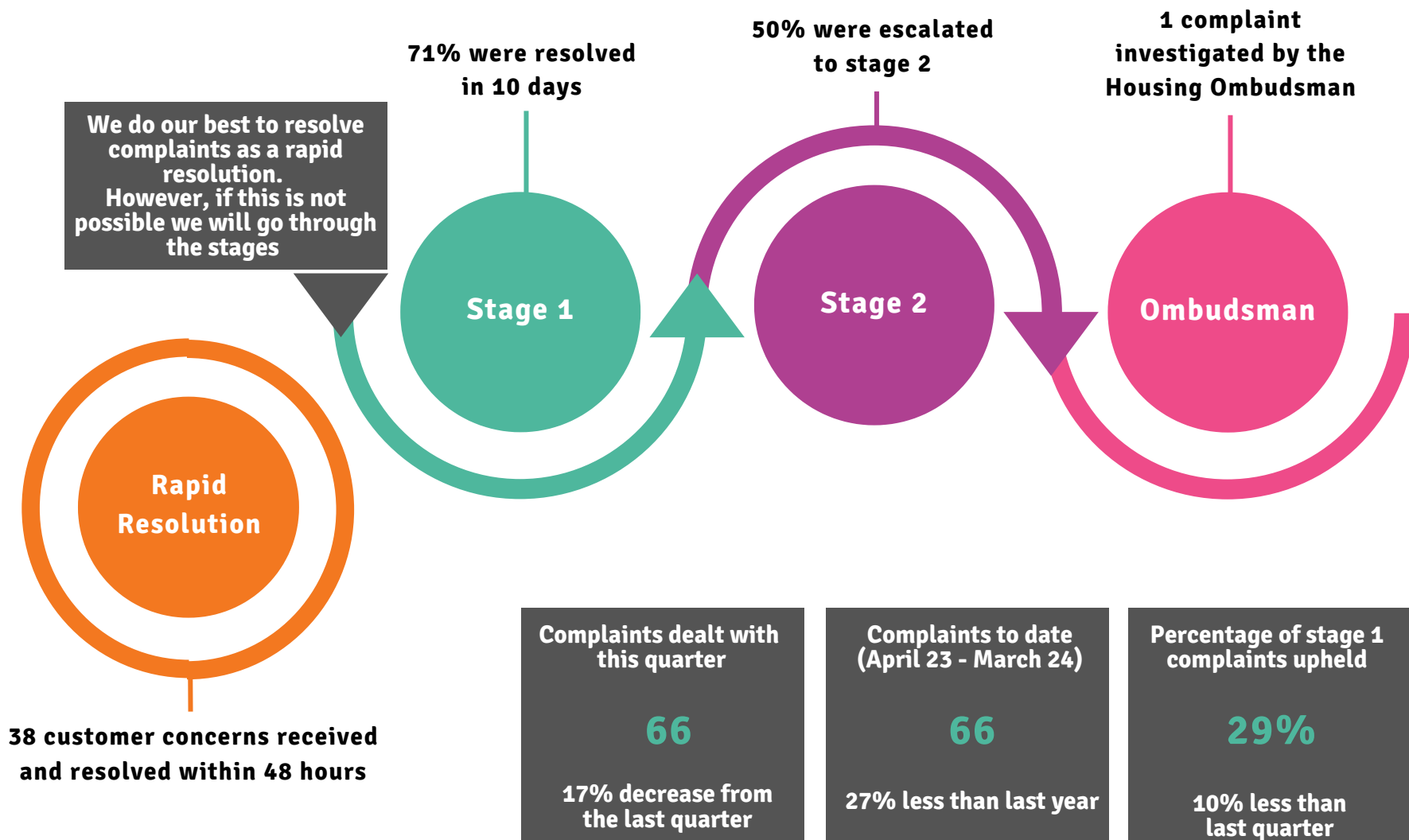


Our complaints performance



38 customer concerns received and resolved within 48 hours

Complaints dealt with this quarter

66

17% decrease from the last quarter



Complaints to date (April 23 - March 24)

66

27% less than last year



Percentage of stage 1 complaints upheld

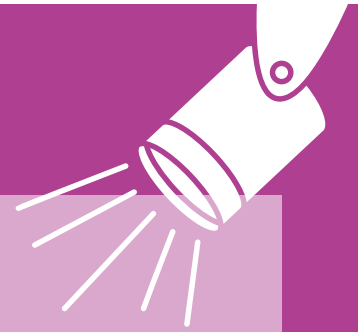
29%

10% less than last quarter



April - June 2023

Spotlight on:



Housing Ombudsman decision

Findings: We should have communicated more effectively with the tenant regarding the cleaning of the solar panels and installation of netting. We should have also clarified who had ultimate responsibility for making a decision on their request to remove the panels. Following later correspondence, we should have given more information regarding when works may commence, to manage expectations.

We have been ordered to:

- Pay compensation of £150
- Write to the tenant and clarify responsibility around solar panels
- Inform the tenant of timescales to complete the outstanding work

What we have learnt:

We take any failures of service seriously and use this as an opportunity to learn and improve to prevent this happening in the future.

These are the changes we will implement:

- A tenant communication plan will be built into all project work
- We will change our alterations policy to include amendments to solar panels
- We will train our customer facing teams to know our stance on solar panels and be able to give the correct information at first point of contact