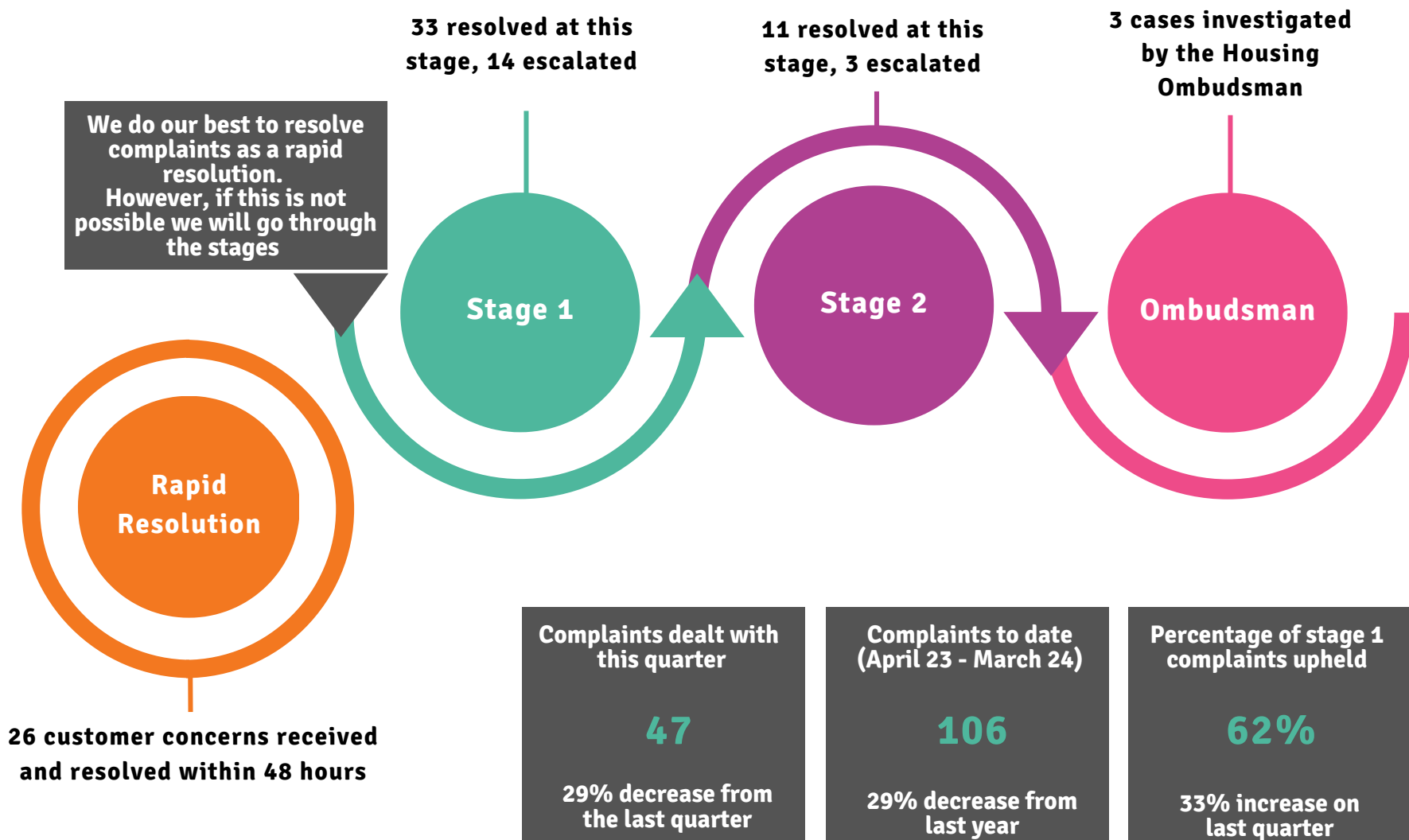


Our complaints performance



July - Sep 2023



Spotlight on: Complaint 1 – 13 April 2023



Housing Ombudsman decision

Findings:

The way we dealt with a complaint about our decoration in the bathroom and dining room and the banister repair wasn't completed to a high enough standard. The finish to the bathroom wasn't to the expected standard and there was some damage to the wallpaper in the dining room caused by the bathroom leaks. The repair work was also not to an acceptable standard and should have been completed during the first repair.

We also should have taken more photos during the inspection to clearly show all damage and issues.

We have been ordered to:

- Pay compensation of £300
- Apologise for our failures in the way we dealt with this complaint
- Review our complaint policy and procedure

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. We can learn from this how to better deal with complaints at an early stage.

Changes we will implement:

- We will ensure that all work is completed to an acceptable standard
- We have review our complaint policy and procedure to make sure it is in line with the Housing Ombudsman's Complaint Handling Code
- We will be more thorough when gathering photos and information to be used during inspections of work

Spotlight on: Complaint 2 – 25 April 2023



Housing Ombudsman decision

Findings:

We must ensure we have a consistently high standard in the way we deal with blockages and leaks from toilets within our properties, and to take firmer action to deal with issues when they may be a health & safety risk – this includes when tenants do not allow access to us to be able to complete work.

We must also make sure we always acknowledge requests for compensation in line with our compensation policy.

We have been ordered to:

- Pay £350 in compensation
- Write to the tenant clarifying any outstanding items from the schedule of work
- Investigate and respond to the compensation claim still outstanding

What we have learnt:

To use all tools and options available to us, approach to gaining access to be able to complete work which may have health & safety implications and be a risk to those living in the property.

To make sure that we investigate all compensation claims and communicate appropriately throughout the process.

Changes we will implement:

- We will review the procedure we have for dealing with refused access for health & safety related repairs and share these details with relevant employees

Spotlight on: Complaint 3

Housing Ombudsman decision
Information to come soon

