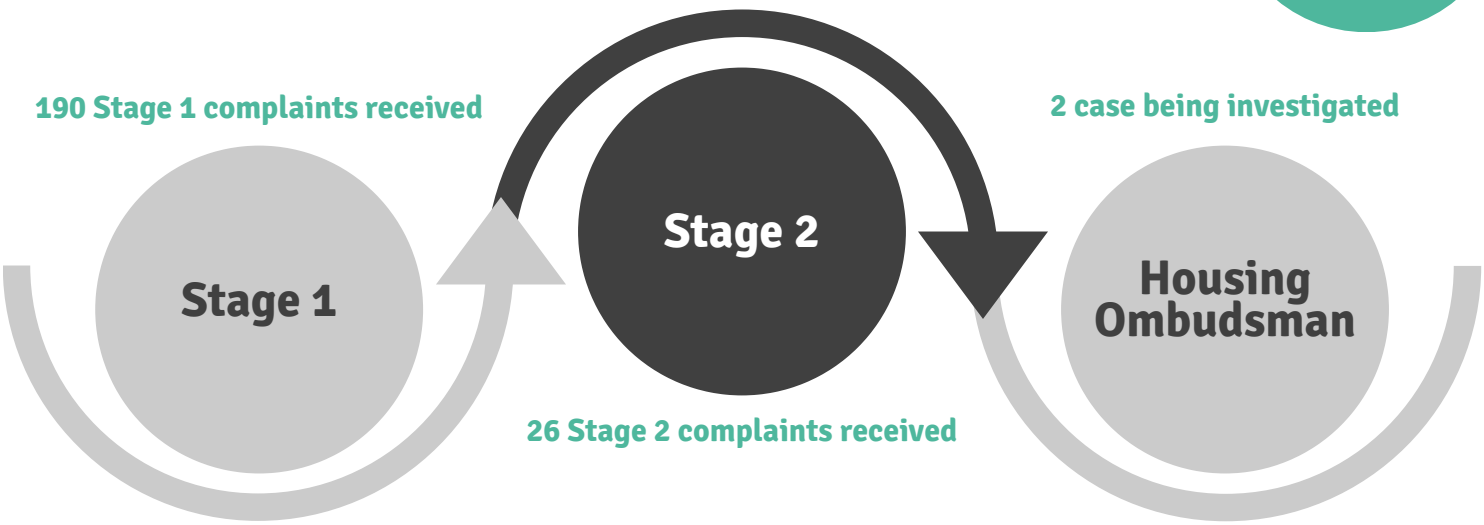
Complaints Performance

JAN-MAR 2025



This quarter we have handled 99% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 82% of Stage 2 complaints within the Housing Ombudsman timescales.

We have received 572 complaints so far this year, which is a 147% 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.

64% Stage 1 complaints have been upheld.

TYPES OF COMPLAINTS	TOTAL
Income Collection	3
Lettings Services	2
Neighbourhood Services	2
Planned works and safety servicing	11
In house repairs and maintenance	97
Customer Services	29
New build services	1
Repairs contractors	9
Empty homes and standard of void on let	2
Tenancy Services and ASB	11
Asset management services	2

Housing Ombudsman Case

CASE ONE

This complaint was about Ongo's handling of an anti social behaviour (ASB) case.

Findings - No Maladministration

The Housing Ombudsman found that Ongo had acted reasonably and in line with policy and procedure, their findings were:

- We interviewed the tenant in a timely manner and maintained contact during the ASB case.
- We carried out risk assessments and agreed actions.
- We provided diary sheets to for the tenant to collect evidence.
- We took practical measures to address the reports of noise.
- We liased with the council's Environmental Health department.
- We suggested mediation and a good neighbour agreement.
- We advised the resident about the use of the community trigger.

CASE TWO

The Complaint was about the handling of garden works required to the property.

Findings - Maladministration

The Housing Ombudsman found that in this case we:

- Failed to contact the tenant within agreed timescales.
- Delayed timescales to the works.
- Did not give clarity on the responsibilities of Ongo or the tenant.
- Did not provide written responses to the tenant.
- Did not have robust record keeping.

Orders

- Send a written update of any works outstanding.
- Give front line staff training the importance of confirming discussions in writing, particularly where actions have been agreed.
- Written apology to the tenant.
- Pay £400 compensation for the handling of the garden works.

Statement from the Head of Customer Experience

I am very sorry for the failing found in this case with the delays and unsatisfactory communication with the tenant. We raised the tenants' expectations and then failed to follow through on the works in a timely manner. It is important that we take the learning from this case to improve. We are carrying out the following improvements:

- Redesigning our Customer Service training which will include the importance of following through timely with agreed actions, effective communication and in a timely manner record keeping.
- Rolling out training to our tenancy teams to ensure they always set out agreements in writing when managing ASB and tenancy management cases. This will improve clarity for our tenants on the steps we will take within their case or issue.