

# Complaints 2021/22

There were 25 complaints received from residents in 2021/22. Our aim is to have a complaints process that is clear, simple, accessible and ensures that complaints are resolved promptly, politely and fairly. As a landlord we want to set out what went wrong, acknowledge it, take responsibility for it, amend our policies, procedures and practices so that we can put things right and prevent them happening again.

25

7 COMPLAINTS

## Responsive Repairs

Repair not recorded correctly leading to a delay

A leak from a repaired toilet cistern damaged residents landing carpet

Missed appointment by Property Maintenance Service

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Delay in dealing with mould reported

6 COMPLAINTS

## External Contractor

Water leak after a repair

Did not clean up after repair

Rude customer service

Damage to resident's carpet

Resident without heating for extended time

Resident manhandled contractor

6 COMPLAINTS

## Planned Maintenance

Fencing works cancelled at short notice

Patio doors were not renewed as promised

Repairs delayed to the roof of extension

Bathroom renewal cancelled at last minute due to staff sickness

Location of heating oil tank during replacement, resident dissatisfied with bathroom after renewal

4 COMPLAINTS

## Staff

Poor customer service, Maintenance Technician cold calling without appointment

Poor customer service, Maintenance Technician cold calling without appointment

Staff member was rude

Staff did not complete commitment to resident to visit

2 COMPLAINTS

## Recharges

Dispute of recharges from relet property

Dispute of recharges from relet property

2

No. of stage 2 complaints

1

No. of complaints to the Housing Ombudsman



Communication

Fulfilling  
Commitments

Unforeseen  
Events

Contractor  
Standards

Staff  
Poor Service