

# Complaints 2022/23

There were 18 complaints received from residents in 2022/23. 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.

18

## 10 COMPLAINTS Responsive Repairs

Delay in dealing with mould reported.

Lack of communication concerning a repair.

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Leak from bath following a repair carried out.

Electrical sockets had been wired incorrectly.

Turned up ill-equipped to carry out repairs required.

Extractor fan not installed correctly.

Lack of communication concerning outstanding works which were abandoned.

Lack of resources available to deal with a toilet issue resulting in additional water costs to the resident.

Bath panel not installed correctly.

## 3 COMPLAINTS External Contractor

Lack of communication for repairs to be carried out.

Resident felt that their issue was not resolved in a timely manner.

Poor customer service from venue staff at the 2022 AGM.

## 3 COMPLAINTS Planned Maintenance

Length of time for adaptations to be completed

Lack of communication regarding works to be carried out.

Delay to works being carried out due to birds roosting under solar panels.

## 2 COMPLAINTS Responsive Communications

Lack of communication regarding appointments and approved contractors.

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2

No. of stage 2 complaints

0

No. of complaints to the Housing Ombudsman



Communication



Fulfilling Commitments



Unforeseen Events



Contractor Standards



Staff Poor Service