

Updates to Policies and Operational Procedures from Resident Complaint Analysis 2024-2025

Ref.	Date	Category	Issue / Conclusion	Outcome	Updates to Policies and Operational Procedures	Implemented?	Upheld	Why?
13262	10/04/2024	Approved Contractor	The contractor apologised for the engineer not waiting at the front door. The engineer said he had knocked but then tried the side gate. The engineer will not visit the property in the future. All engineers from this approved contractor are now instructed not to enter properties or gardens without an invitation.	Engineers are now instructed not to enter properties or gardens without an invitation. This is communicated to all approved contractors at the Contractor Meetings held either monthly or quarterly depending on which contractor it is. It is also included in the updated Contractor Standards document that is part of the Pre-Qualification Questionnaire.	Customer service and safeguarding training is now provided to all new contractors. Monthly or quarterly meetings with approved contractors are held to manage performance.	Yes	Yes	The resident was unhappy with the contractor for entering the garden without permission. The approved contractor has since met with all of the engineers which work on the LRHA contract and instructed them to always knock at the front door and not to enter any gardens. It was previously a grey area in the procedures for approved contractors and is now explicitly stated.
13520	10/06/2024	Planned Maintenance	The shared owner's complaint had a number of issues which were the quality of the communal gardening - a planted bed outside the property was maintained by the previous shared owner since the house was built and was believed to be the front garden, the conveyancing highlighted that it was in fact a communal area and so the shared owner did not maintain it but it was not included in the communal gardening specification, a fence replacement was stated to be taking place and incorrectly stated that it included a section of party fence by a previous member of staff - the communication and promise of the fence replacement only came to light after the staff member had left LRHA and had not communicated it to any remaining staff, alleged poor communication regarding the planted bed outside the property, and an inappropriate comment by a member of staff.	A previous staff member provided incorrect information to the shared owner about their responsibilities under the terms of the lease agreement during the key handover, which led to a complaint. The response to the enquiry about the planted bed outside the home was delayed as initially the shared owner did not share the information regarding the maintenance, it did get into a poor condition and was after a delay of six months added to the communal gardening specification. An apology was provided to the shared owner and the action for the bed was agreed which was to gravel the area. The works were completed but the shared owner said that two different types of gravel had been used and that more gravel was required for even coverage. This issue was corrected. The fencing issue was clarified as per the lease agreement which the shared owner accepted. The resolution of this complaint was unduly delayed because the boundary fence replacement was planned in for the following financial year which was not made clear the shared owner at the sign up meeting. The extent of the fencing renewal was also clarified at the planning stage the following.	A Shared Ownership Policy has been created, and a clear protocol for managing shared ownership has been established. The Resident Engagement Manager completes the liaison with the incoming shared owners. The Resident Engagement Assistant attends all sign up meetings with the new residents.	Yes	Yes	The terms of the lease are clear. The shared owner was provided with incorrect information regarding their responsibilities at the sign up meeting. The sign up meeting procedures have been amended.
13544	17/06/2024	Planned Maintenance	The mutual exchange carried out, and the incoming resident reported concerns about the kitchens in the property being unsanitary and non-compliant due to it having hardwood shelves inside the kitchen cupboards.	An inspection was carried out, and the kitchen was found to be in poor condition. The replacement of the kitchen was brought forward two years. The property had experienced a high turnover, with nine families previously living in this property since it was built in 2006. All mutual exchanges will now be treated the same as a normal property relet, and the property must comply with the Property Condition and Lettable Standard.	A Mutual Exchange Policy Statement is in development.	Yes	Yes	The issue with the fitted kitchen should have been picked up at the inspection during the key hand meeting. This is a particular issue with the Swedish properties at the Bicker development and staff are now aware for future inspections. The sign up meeting procedures have been updated.
13998	16/10/2024	Approved Contractor	The resident was without heating for five days. A new boiler was fitted but the approved contractor did not take into account the two zone control for upstairs and downstairs, they countermanded each other and the boiler did not start when required. As the boiler was new it was referred to the manufacturer under the warranty as a plumbing issue was identified, it was covered under the warranty. The approved contractor returned and resolved the issue with the split controls. The delay was five days in total.	The approved contractors issued an apology to the resident. The split controls in the upstairs cupboard were amended. It was noted for future installations on the Pinchbeck Development.	N/A	Yes	Yes	The records have been updated with the installation details for future contractors. It should have been investigated more thoroughly by the approved contractor prior to the referral to the manufacturer.
14030	31/10/2024	Approved Contractor	The resident complained about an unprofessional comment made by a contractor. Learning from complaints will help to improve future interactions and service quality.	Ensuring that residents feel heard and their concerns are taken seriously to improve overall satisfaction and trust.	Quarterly meeting are held with primary approved contractors to review performance.	Yes	Yes	The comment went against our organisation's rules about respect and professionalism. The approved contractor's Managing Director issued an apology and this type of incident will not be repeated.
14062	12/11/2024	Communal Areas	A site visit was undertaken to discuss the car parking issues on a particular development following a number of residents providing comments about it being difficult to be able to park on evenings and weekends. There were more cars than available spaces and longer term residents believe they should be given priority. They would like work completed to create more parking spaces from communal grassed areas, this has not been approved and will not take place. The complainant and other residents remain unhappy with this situation.	Ensuring that residents feel heard and their concerns are taken seriously will improve overall satisfaction and trust. Learning from complaints to improve future interactions and service quality. An assessment was completed on how the number of parking spaces could be increased.	Parking position statement has been implemented and communicated to residents on developments where parking capacity is an ongoing issue.	Yes	No	There is not physically enough space to increase the number of parking spaces and households cannot reduce the number of cars. It will continue to be managed going forward.
14155	02/12/2024	Approved Contractor - Communication	There was a delay on the repair of an ASHP. The resident experienced poor customer service due to delays in addressing the air source heat pump issue and a missed callback.	An apology was made to the resident for the lack of communication. Joule (UK) Ltd, the company responsible for the warranty repair works on the air source heat pump, was contacted to address and resolve the issue.	N/A	Yes	Yes	The resident faced poor customer service, including delays in fixing the air source heat pump and a missed callback. Additionally, there was a lack of communication, which led to an apology. Joule (UK) Ltd was contacted to resolve the issue.
14203	17/12/2024	Approved Contractor	During the cleaning of an oil storage tank, 100 litres of oil was disposed of without informing the resident. An apology was made to the resident. The oil was replaced.	A procedure has been developed for cleaning heating oil storage tanks.	A procedure has been developed.	Yes	Yes	The resident received the replacement oil. Overall, the service provided was not up to LRHA standard and improvements have been made to inform residents of the risk of losing oil during the cleaning process of the oil tank where water contamination has occurred.
14236	03/01/2025	Repairs	An ooh report was received for smoke alarm activation at a property, the resident was advised to isolate overnight. The advice given to isolate the smoke alarms by LRHA staff was not correct. An apology was made to the resident.	The smoke alarms were replaced the following morning. An apology was given to the resident.	Standard advice has been devised and all staff manning the out-of-office hours telephone have been trained on it.	Yes	Yes	The smoke alarms were replaced. LRHA also obtained quotation for additional smoke alarms to be installed. Training has been completed with all members of staff.
14317	23/01/2025	Approved Contractor	The contractor missed the scheduled appointment due to unavoidable circumstances. They apologised to the resident for the inconvenience and rescheduled the appointment.	Timely communication. Promptly inform residents about any appointment changes as soon as possible.	Quarterly meetings with primary approved contractors are held to discuss any performance issues.	No	No	The resident accepted the apology in light of the circumstances that caused the non-attendance.
12809	24/02/2025	Planned Maintenance	The complaint consists of several issues including: The ASHP heating system - suitability and performance including running costs, hot water level and bathroom radiator. The planned maintenance completed on the home to replace a key component and its subsequent performance. The re-occurrence of low level mould growth in the home due to high moisture levels.	The complaint is ongoing.	No update identified as the complaint is ongoing.	No	No	