

OTHA Annual Complaints Report 2024-25

This report tells you about the type of issues that have been raised, dealt with under the Complaints Procedure for OTHA. This covers how we handle and report on complaints about service. This report is part of our reporting to tenants.

Complaints are used to improve our service. We welcome your feedback and your comments, compliments and complaints are used to make sure our service meets the needs of our tenants, factored owners and other customers.

There are 3 types of complaint:

Stage One – frontline resolution. These are simpler complaints which can be easily resolved.

Stage Two – investigation. Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

Stage One Escalated to Stage 2 – complaints that were received and concluded at the frontline stage but the customer requested escalation to a Stage 2

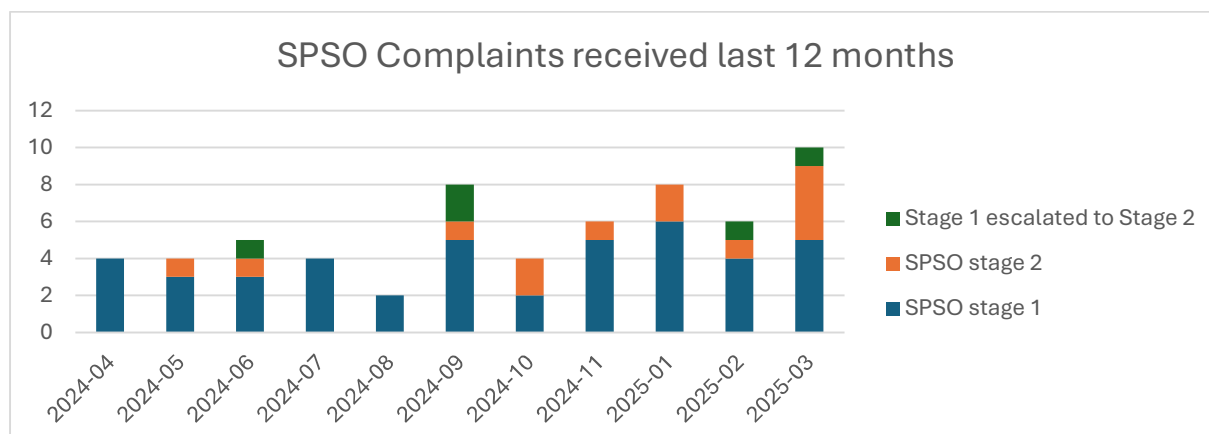
The Scottish Public Services Ombudsman (SPSO) has set out 4 Key Performance Indicators (KPI's) and these are reported as follows:-

Indicator One: The Total Number of Complaints Received

The table below shows the number of complaints received in the year by complaint type and service

Service area	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
ICHR		1		1
Factoring	3	3		6
Housing Services	9	1	1	11
Planned/cyclical	10	6	1	17
Repairs	23	3	3	29
Total	45	14	5	64

The following graph shows the period the complaints were received



Indicator Two: The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

Type	Late	On-Time	Total	% on time
SPSO stage 1	2	39	41	95%
SPSO stage 2		11	11	100%
Stage 1 escalated to Stage 2		5	5	100%
Total	2	55	57	96%

Indicator Three: The average time in working days for a full response to complaints at each stage

The table below shows the average number of days to provide a full response. The completion timescale for a Stage 1 is 5 working days and a Stage 2 is 20 working days.

Type	Average days for full response	Number complaints
SPSO stage 1	5.02	41
SPSO stage 2	15.20	11
Stage 1 escalated to Stage 2	16.40	5
Grand Total	7.86	57

Indicator Four : The outcome of complaints at each stage

The table below the resolution outcome of each complaint by type.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Grand Total
Not applicable				
Not upheld	23	7	4	34
Partially Upheld	7	1	1	9
Resolved	5	1		6
Upheld - Contractor service failure	3	2		5
Upheld - OTHA service failure	3			3
Grand Total	41	11	5	57

Key Points to Note

Overall, the number of complaints are lower this year in comparison to previous years. This year there was 64 complaints (Previous years were 2023/24: 98, 2022/23: 18, 2021/22: 114).

51% of the complaints were regarding repairs and maintenance, with the rest of the complaints split more or less between housing and the planned/cyclical activities.

60% of the complaints were not upheld with 5% relating to OTHA service failure.

One complaint was late due to information not being passed timeously between colleagues and the other was due to a member of staff not paying attention to the deadline.

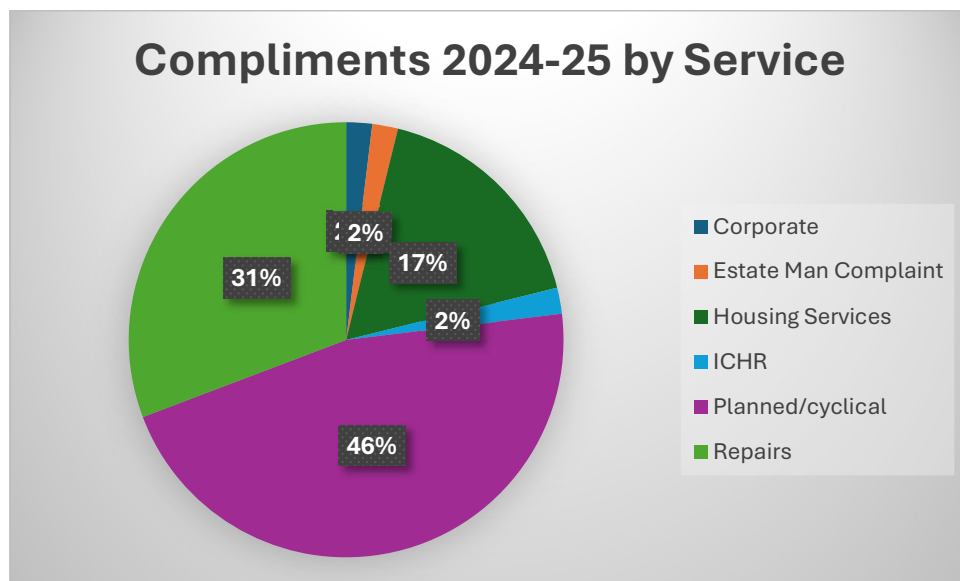
Repairs and maintenance related services usually tend to receive the bulk of complaints. We have noticed an increase in complaints in relation to damp and mould as well as tenant losses for damage to personal belongings where unfortunately they do not have house contents in insurance in place.

Compliments

We also record positive feedback, the chart below shows the volume of compliments received by service area. 52 compliments were received in the year.

We have increased our compliments by 63% for 33 compliments were received last year.

Most compliments relate to the helpfulness of staff members, the quality of work done or the general quality of service.



Appeals

The Association occasionally deals with Appeals against decisions. There were zero appeals this year.

Main Themes Arising During the Year

The key themes have been:

- Factored owners disputing costs which are based on their Deeds of Condition
- Factored owners unhappy that repairs to private properties are not included
- Tenants unhappy with receiving estate management letters which have been issued close wide
- Prospective applicants unhappy with our Allocations Policy
- Length of time taking to resolve damp and mould
- Boilers were repaired as opposed to be replaced
- Length of time taking to resolve storm damage repairs
- Private garden conditions
- Complaints regarding members of staff.

Issues for Action Plan

The following items were added to the Action Plan for 2024-25:

- Due to the number of enquiries regarding maintenance of private garden areas we published an article in one of the quarterly newsletter politely reminding tenants that the maintenance and upkeep of their private garden areas is their own responsibility as per their tenancy agreement. We also published a reminder on our noticeboard stories on our web page.
- Contractors were reminded of their contractual obligations on making good, as a matter of course, where damaged has been caused by them as a result of works being carried out.
- Our noticeboard stories updated to remind tenants in the importance of having house contents insurance in place to protect their personal belongings.

Reporting Significant Failures

If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative, or if you are a council tenant, you can report a significant performance failure (SPF) to the Scottish Housing Regulator (SHR). A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF. More information can be found at www.housingregulator.gov.scot

Scottish Public Services Ombudsman (SPSO)

The Association had two cases where tenants escalated their complaints to the SPSO following dissatisfaction with their Stage 2 complaint outcome.

In both cases, the SPSO found in favour of the Association and had no recommendations or improvements to make for the Association had followed their policies and procedures.