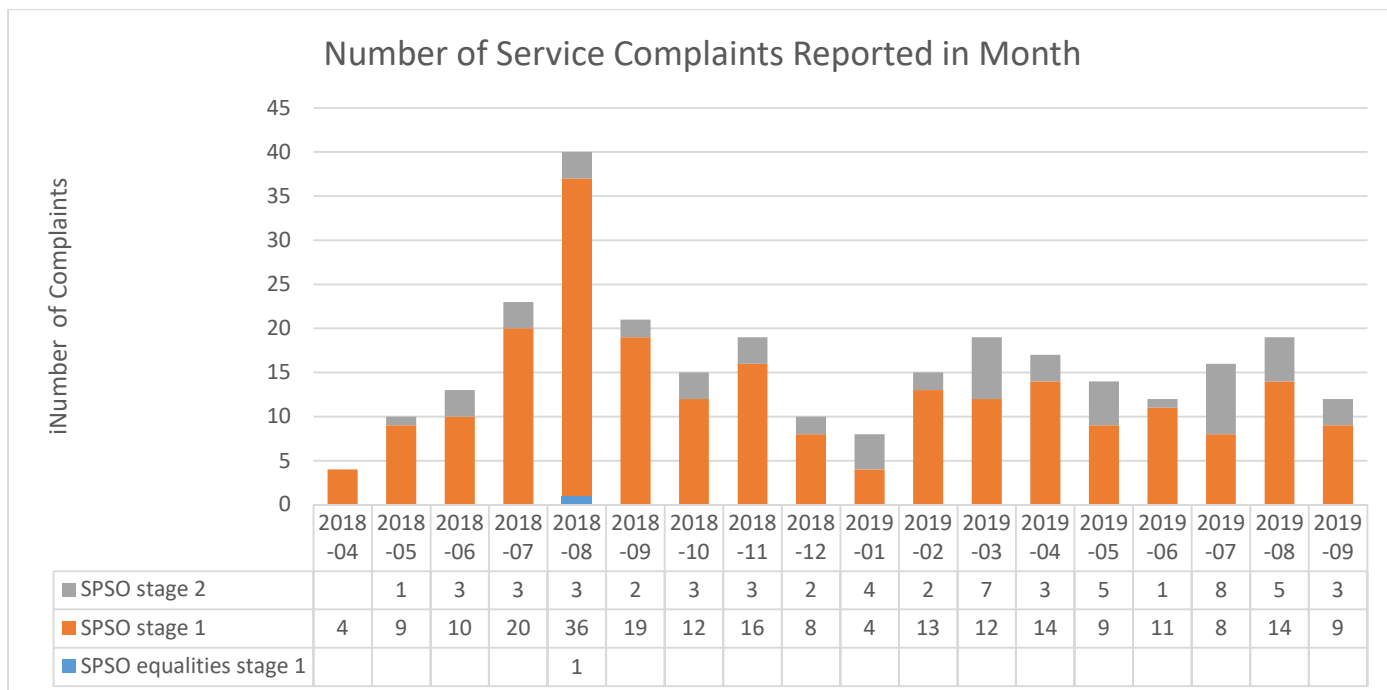


COMPLAINTS REPORT OCTOBER TO JULY - SEPTEMBER 2019

1. Performance in Quarter



Complaints levels have remained been stable at a level lower than last year.

Outcome of Complaints in Quarter

Row Labels	SPSO stage 1	SPSO stage 2	Grand Total
Refuted	19	10	29
Upheld - Contractor service failure	5	2	7
Upheld - OTHA service failure	5	2	7
Grand Total	29	14	43

The range of issues raised in complaints was wide. There has been a significant drop in complaints about reactive repairs in this period.

Issues raised included some of the following:

- Inadequate radiator size;
- Allegations against a specific staff member – several were submitted in the period;
- Issues with lift being out of action;
- Offer of housing being withdrawn;
- New door installation delay and failure of monitoring/communication;
- Landscaping issues;
- Complaint about joiner who forced entry for emergency services;
- Fly infestation due to uncapped pipe;
- Factoring responsibilities in relation to roof repair;
- Request to remove table in common areas unreasonable;
- ICHR service being redirected to another landlord & issue with phone line redirection not being effective;

- Multiple copies of letters being sent to one close;
- Poor quality of buffet at AGM;
- ASB complaint handling & effect on ability to sell owner's property;
- Rent posting being missed so balance inaccurate;
- Issue with repetitive phone conversation causing stress to a tenant.

2. Issues for Action Plan

A number of issues for the action plan were identified:

- Close monitoring required for complaints relating to the change of ICHR service delivery.
- Better recognition of complaint at first point of contact especially for social media to avoid delays in handling.
- More checking to avoid multiple letters to same address by staff generating letters and admin when franking.
- Phone line redirect for ICHR is to be tested every time.
- Team advised to change tack when a conversation is going nowhere – offer face-to-face discussion or call back to give tenant time to digest. Another person may be able to break the deadlock, but once tenant is getting stressed, a break is needed.
- Checks of problem areas should be scheduled to ensure proactive action for landscaping problems.
- Where communicating with someone who is not receptive (due to intoxication or whatever reason) we should what consider method of communication is most appropriate/effective.
- Weekly inspections of common areas put in place to ease owner's concerns pending the eviction of a problem tenant.
- Monitoring of new door installations to ensure process goes smoothly and tenant kept informed. This has been raised in several previous complaints over the years.
- Clarify basis of OTHA factoring responsibilities in factoring information, newsletters, website.to avoid misunderstandings.