



Annual performance 2024 (April 2023 to March 2024)

Performance criteria	Stage 1	Stage 2
Total received in year	6	1
% of complaints responded to within 5 days	100%	100%
% of complaints resolved at stage 1	83%	-
% of complaints resolved at stage 2	-	17%
% of complaint responses sent within Code timescales	100%	100%
Number of complaints requiring extension	1	0
If an extension was required was this within the Code timescales	Yes	N/A
% of complaints resolved to customer's satisfaction	83%	100%
Types of Complaints Received	Resolved	Resolved
1. Not listening to customer regarding complaint, cost of calling OOH number from mobiles and contractor delay in attending a repair	No	Yes
2. Contractor attitude	Yes	
3. Serving a 48 hour access letter for LGSR and roofing issues	Yes	
4. Repairs to dormer roof and bathroom ceiling	Yes	
5. Permission refused for kitchen unit removal for tumble dryer	Yes	
6. Attitude of staff in dealing with a complaint	Yes	
Complaints referred to Housing Ombudsman There were no complaints referred to the Ombudsman in the year.	N/A	
Summary Determination	N/A	

Service improvement

Service improvement as a result of complaints	Completed
<p>Following the comments around the cost from a mobile to contact the out-of-hours repairs company, HHA have arranged that customers are now charged a local rate. Previously customers have had to contact a premium rate number.</p> <p>The OOH provider is also looking at the number being a freephone number for customers.</p>	<p>Yes</p> <p>Monitoring progress</p>
<p>To further assist in the management of Resolutions, joint visits will be arranged with management to aid the speedier resolution to complaints, support staff dealing with complaints and delivering outcomes to the customer's satisfaction.</p>	<p>In place and ongoing</p>
<p>A contractor code has been established for all contractors to sign up to which includes treating customers with respect. This reinforces the expectation on contractors and the association to work with customers.</p>	<p>In place and ongoing</p>

Other service improvements

Improvement	Complete
<p>Housing team huddles will discuss issues in managing all complaints, their role and support from the Operations Manager.</p>	<p>In place and ongoing</p>
<p>Focus on maintaining accurate records which will assist in managing complaints. A complaints log will be added to the monthly compliance report provided to Board.</p>	<p>In place and ongoing</p>
<p>A checklist of requirements in line with the complaint handling code has been created to help guide staff through the requirements of the code and work to resolve complaints faster and to ensure that all issues the customer raises are resolved to their satisfaction.</p>	<p>In place and ongoing</p>