

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 APRIL TO 30 JUNE 2018

"I am so pleased I'm an Albyn Housing tenant. I have a lovely flat and nothing's too much trouble if I need something. From a broken key in a lock to water leaking from a tank. The people they send out are really nice and good at what they do. 10* service guys!! Thank you."

"Thank you for all your help and assistance..... Not just with neighbour disputes but also for all your assistance with our re-housing application.... Once again, thank you for all your help."

"I just wanted to drop you a quick email to say thank you, you have both been fantastic with everything, it is much appreciated. I hope that when I find an exchange it is to another Albyn property as I honestly can't fault you at all."

How many complaints have we had?

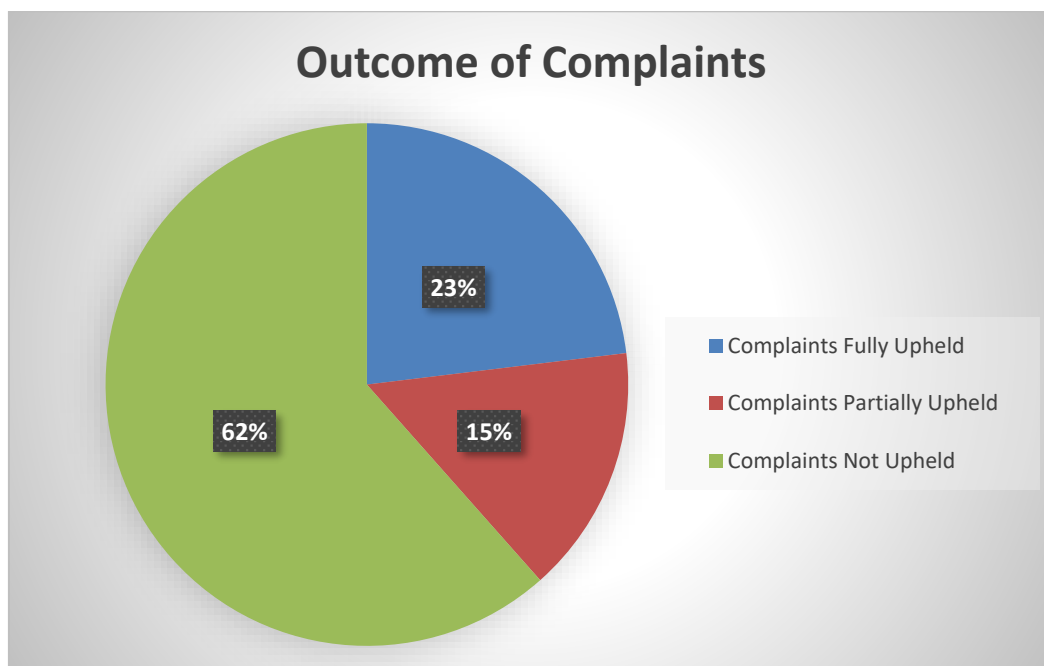
15 complaints were received between 1 April to 30 June 2018.

Stage 1 complaints

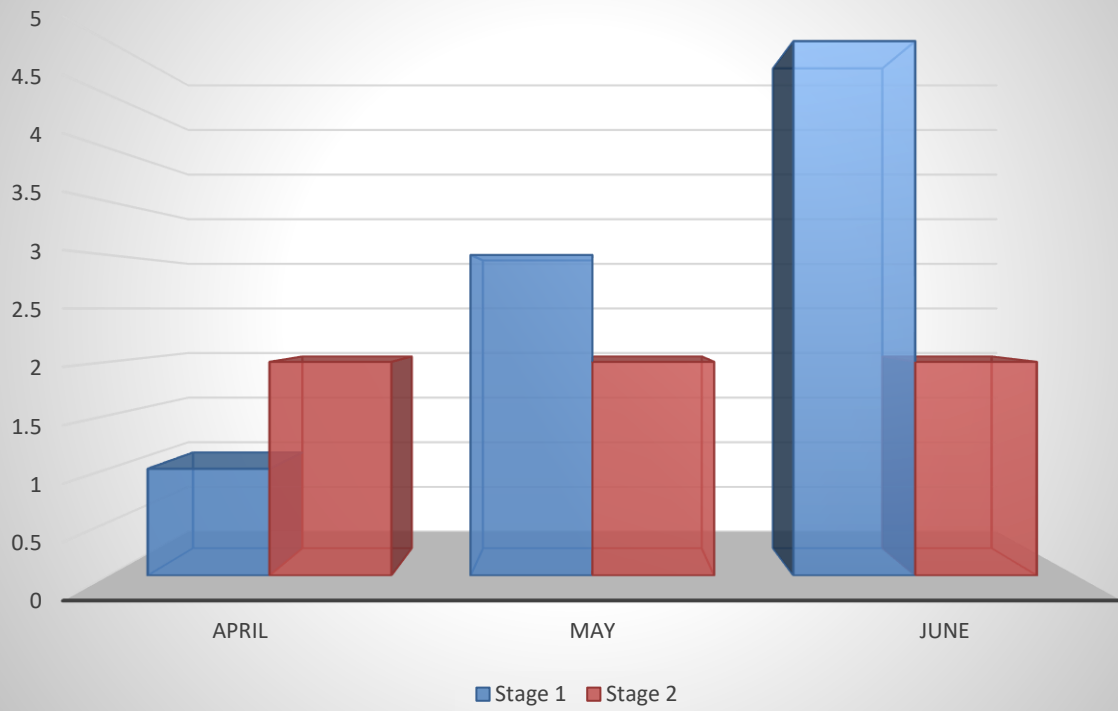
9 of these complaints fell within the first stage of the complaints process (frontline resolution). All 9 of the complaints were dealt with before the end of the period. Of the 9 closed complaints, 8 were resolved within the timeframe. No complaints were equality-related. Of the 9 closed, 3 were fully upheld, 1 was partially upheld and 5 were not upheld.

Stage 2 complaints

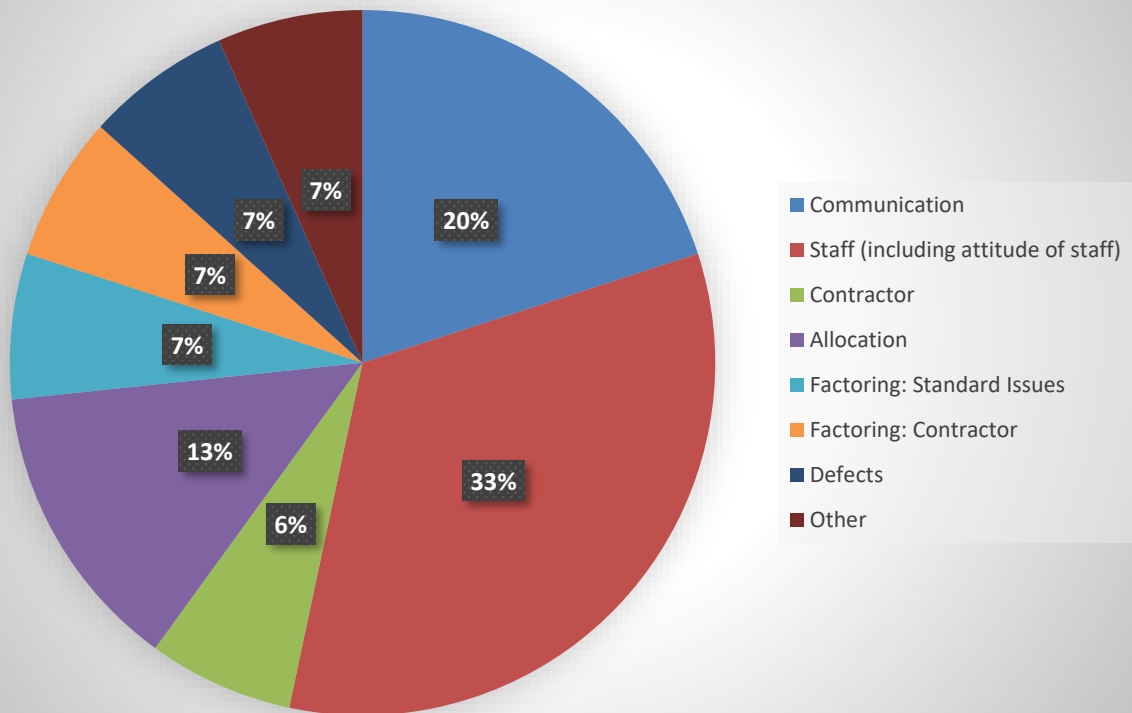
6 complaints were dealt with at Stage 2 of the complaints process because they required detailed investigation. 4 complaints were dealt with before the end of the period and within the timeframe. 2 complaints remain open. 1 complaint was equality-related. None of the complaints was fully upheld; 1 was partially upheld; and 3 were not upheld.



Number of Complaints Per Month



Reasons for the Complaints



Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	0	14
Communication	3	8
Staff (including attitude of staff)	5	8
Rent	0	2
Contractor	1	2
Allocation	2	4
Estate services management	0	1
Service charge	0	1
Energy Efficiency	0	0
Factoring: Standard Issues	1	5
Factoring: Contractor	1	3
Planned Works	0	5
Standard / Quality of Work	0	2
Timescales	0	0
Defects	1	3
Follow Up Works	0	0
Voids	0	0
Other	1	2
TOTAL	15	60

How were these complaints received?

The complaints were received in the following ways:

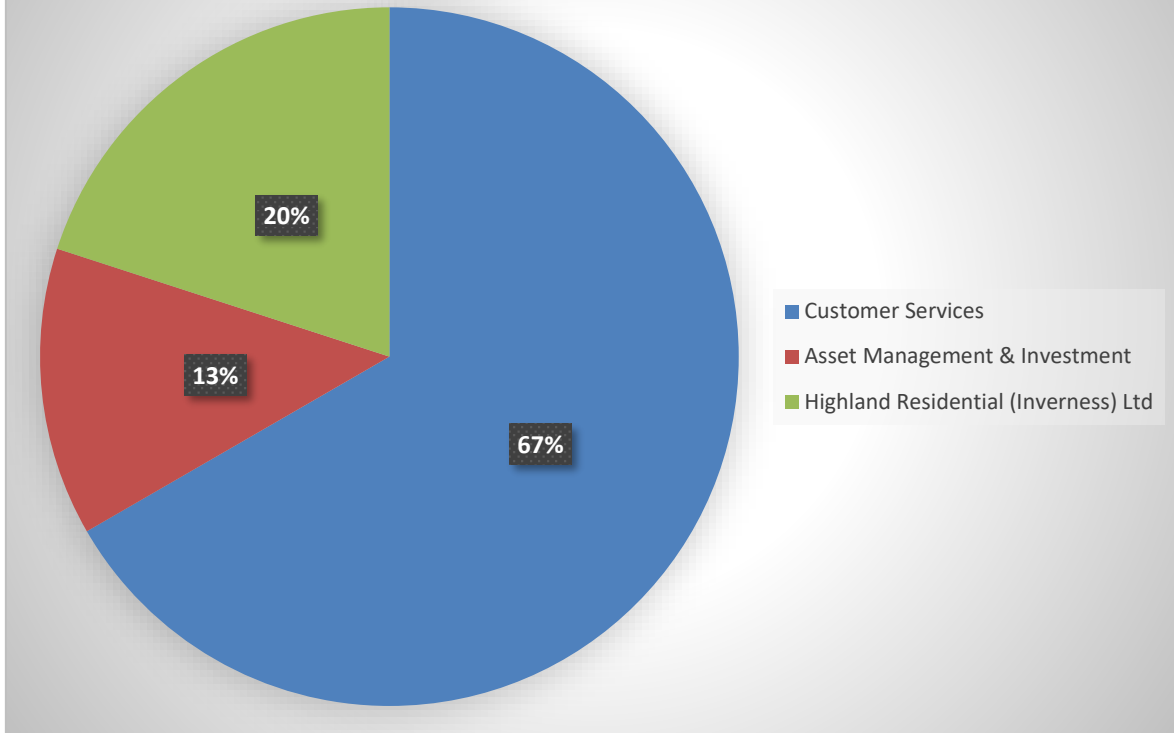
- By email: 5
- By phone: 6
- In person: 0
- By letter: 4
- By social media: 0

Responsibility for complaints

The complaints related to work by the following departments:

Department	Total this period	Total for current financial year
Customer Services	10	37
Asset Management & Investment	2	10
Highland Residential (Inverness) Ltd	3	11
Finance & Corporate Services	0	0
Albyn Enterprises Limited	0	1
Multiple departments	0	1
TOTAL	15	60

Responsibility for Complaints



Information on what the complaints were about, whether they were upheld, and what we learnt from them is contained in the Appendix.

 Upheld

 Partially Upheld

 Not Upheld

What were the complaints about, were they upheld, and what did we learn from them?

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1477	Stage 1	Highland Residential	Communication	Tenant expressed concern about the lack of communication regarding the repairs to the communal roof that had been caused when a tree had been blown over during strong winds in January 2018.	Yes	Going forward Factoring staff will provide owners with regular updates on any major repairs.	Processes are already in place; all staff are to ensure that they keep owners informed of work progress.	ASAP	Business Dev Manager with Factoring team
1483	Stage 1	Asset Management & Investment	Defects	The complainant is unhappy with the time taken to rectify defects on a new build property and is also making a complaint regarding the communication relating to the matter.	Yes	There were two outstanding repairs following the End of Defects repairs. One of these was a guttering leak which was repaired but re-occurred. The other was a small chip on a splash back which the contractor refused to repair as it was under the NHBC tolerance standard for defects. We have instructed this repair ourselves.	We need to review the procedure for reporting defects for owner occupiers. The LIFT owners had contacted the contractor direct with their repairs rather than through Albyn so the Assets team had no record of repairs reported. Once we were aware of the issue, we raised it with the contractor who told us they had dealt with it but we should have checked with the owner. The contractor has accepted that this was a failure of customer care.	May 2018	Assets/ Highland Residential

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1487	Stage 1	Asset Management & Investment	Communication	The tenant has complained that work to install a new gas pipeline had started but Albyn had not informed any of the tenants that the work was due to start on site. The tenant had expected a letter two weeks in advance of the works commencing.	Yes	There is a template letter in place that would normally be sent to tenants in advance of any works commencing on site. Going forward there will be checks made at each stage of the works to ensure that the correct letters have been sent out and that tenants are fully informed of any work progressing on site within their scheme or property.	Ensure that customers are advised of roadworks. This was forgotten in this instance. Project plan updated to reflect this step.	June 2018	Assets
1491	Stage 1	Customer Services (North)	Allocation	The tenant complained that they had not received a response to their medical assessment since January 2018. Awaiting the outcome of this has left them distressed.	Partial	Whilst delay was with NHS due to backlog of assessments (they are putting measures in place to reduce this time) staff can in future chase these up and attempt to get an answer for applicants quicker.	The NHS have put measures in place to reduce these delays. This will hopefully allow our staff to obtain the required information more speedily.	T.B.A.	NHS
1478	Stage 2	Customer Services North	Staff (including attitude of staff)	That their Housing Services Officer is not supporting them on issues they have with neighbours. The Officer always takes the side of the neighbours every time an incident occurs.	No	There are no lessons learned or service improvements arising from this complaint.			
1480	Stage 1	Customer Services (South)	Staff (including attitude of staff)	Complaint that a member of staff was 'cheeky' during telephone conversations and that, in summary, the staff member provided the tenant with substandard customer service due to their demeanour.	No	Highlights the need for routine call recording (which is in progress).			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1479	Stage 2	Highland Residential	Factoring: Standard Issues	Owner has written with the belief that Highland Residential has failed to comply with the Code of Conduct for the Property Factors, under sections: 2.1 providing information which is misleading or false; 2.2 communicating in an abusive and threatening manner; 2.4 failure to have a procedure to consult.	Partial	(1) False or misleading information being presented regarding a request to hold a meeting, - Not upheld as there is no evidence. (2) Differences in service charges to social tenants compared to that charged to owners within the development. - Not upheld, charges are proportioned as per the DOC. The Society is responsible for charges to tenants. (3) Gritting services provided and charged for – Not upheld, all information had been provided and costs are estimated for the year ahead as per our written statement. (4) Matters relating to trees and shrubs within and external to the development and the relative service charges. – Upheld; confusion over ownership on an area of trees has led to no maintenance. (5) Matters relating to the requirement to contribute to the maintenance and upkeep of the common areas surrounding the garages. - Not upheld. The Society is responsible for the maintenance of the garages, all owners are responsible for the surrounding common ground as per the DOC. (6) Alleged intimidating and threatening behaviour of staff at meetings held. Not upheld, as relates to a meeting held in 2015. This is the first time the matter had been raised. (7) Relating to the matter of having a procedure to consult with a group of home owners. Not upheld, as Highland Residential has a procedure that has been used for matters relating to the development.	We continue discussions with the grounds maintenance contractor to review the trees & ensure we communicate the outcome with owners, seeking authority for work required.	This has been on-going	Factoring team

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1482	Stage 1	Customer Services (North)	Anti-social behaviour	(Same tenant as below) is unhappy about the way the Society has dealt with their complaints of anti-social behaviour. The behaviour of their neighbour has driven them out of their home and that neither the Society nor the police have done anything to help her with this.	No	The need for complainants to be prepared to give evidence in anti-social behaviour cases needs to be highlighted. Many tenants seem to be of the belief that we can take action against perpetrators purely on the evidence of their word alone. This can be picked up by the work being done on our ASB processes.	This is being picked up by the new ASB process.	T.B.A.	Customer Services Managers
1481	Stage 2	Customer Services (North)	Staff (including attitude of staff)	(Same tenant as above) is terminating their lease with Albyn, leaving because of ongoing ASB issues. They have complained firstly that those ASB issues were not dealt with properly, and has also complained about the attitude of the manager who dealt with her concerns.	No	This matter was thoroughly investigated and it was explained to the tenant that, although action may be taken on ASB, this cannot be shared with the complainant due to Data Protection. The evidence also shows that the manager tried hard to support this tenant regarding the concerns they had.			
1484	Stage 2	Customer Services (North)	Staff (including attitude of staff)	The tenant complained about their Housing Services Officer. They had received a formal warning letter following anti-social behaviour incidents involving their neighbours. The tenant feels that the Officer has repeatedly taken the neighbour's word over theirs. They also believe that the Officer is trying to force them to move to another area.	No	During the investigation it became apparent that the tenant had not provided the information required for us to progress their housing transfer application despite us waiting several months and making a number of requests for this. Whilst the family were offered a property in another area, there was no attempt to force them to move.			
1485	Stage 1	Highland Residential	Factoring: Contractors	Client sold their property on but an issue has been raised by the new owner that a panel of glass at the front of the property has been broken. A former neighbour advised the client that a contractor was strimming around the house and they believe this may have caused the broken glass.	No	This was an allegation of damage by one of our grounds contractors rather than a complaint on the service. We have taken this as far as possible by fully investigating the allegation.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1488	Stage 1	Customer Services (South)	Contractor	The tenant made a complaint that they were unhappy with a joiner who had attended and who asked personal questions and was interfering.	No	The tenant was visited at home and it was agreed that in future a different contractor will be used. On occasion it is needed to change from usual contactors.			
1489	Stage 1	Customer Services (South)	Communication	The tenant complained that a text message had been sent to their partner after they had previously requested that communications be restricted to being in writing. He had also previously revoked permission for information to be shared about his affairs with others, including his partner.	No	This was a misunderstanding, in that a text message was seen as written communication by the sender, but not by the recipient. In addition, the mobile number used was registered on Albyn's system to the tenant, and we did not know that it was not their number after all.			