

## ALBYN HOUSING SOCIETY

### FEEDBACK FROM CUSTOMERS 1 APRIL 2015 TO 30 JUNE 2015

“Very good painter, very considerate. Did the job properly, even giving two coats. Unlike the last lot which was a waste of time. Also used good paint, again unlike the last time. Very happy with result.” (*Gairloch tenant, following cyclical paintwork*)

“The painters were polite and considerate and have done a superb job.” (*Auldearn tenant, following cyclical paintwork*)

“I met a lovely tenant yesterday who approached me to thank Albyn. He was so excited and appreciative...” (*member of staff, following completion of the Lawrie Drive development in Nairn*)

“Thank you so much for arranging ..... to complete the repair as promised. The work was done this afternoon and all appears to be well now with the heating. Your customer service is commendable!” (*Nairn tenant*)

#### **How many complaints have we had?**

25 complaints were received between 1 April and 30 June 2015.

#### **Stage 1 complaints**

21 of these complaints fell within the first stage of the complaints process (frontline resolution). 2 complaints were still being dealt with after the end of the period. Of the 19 closed complaints, 13 were resolved within the timeframe. None of the complaints was equality-related. Of the 19 closed, 1 was fully upheld, 3 were partially upheld and 15 were not upheld.

#### **Stage 2 complaints**

4 complaints were dealt with as Stage 2 of the complaints process because they required detailed investigation. All 4 complaints have been resolved. 1 complaint was closed outside of the timeframe allowed. 2 of the complaints received were equality-related. Of the 4 complaints closed, 2 were partially upheld, and the remaining 2 were not upheld.

#### **How were these complaints received?**

The complaints were received in the following ways:

- By email: 8
- In person: 3
- By phone: 5
- By social media (website, Facebook etc.): 2
- By letter: 7

## Reasons for complaints

Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	2	2
Communication	1	1
Staff (including attitude of staff)	3	3
Rent	2	2
Contractor	1	1
Allocation	1	1
Estate services management	1	1
Service charge	4	4
Energy Efficiency	1	1
Factoring issues	2	2
Other	7	7
<b>TOTAL</b>	<b>25</b>	<b>25</b>

## Responsibility for complaints

The complaints related to work by the following departments:

Department	Total this period	Total for current financial year
Customer Services	14	14
Asset Management & Investment	5	5
Albyn Enterprises Ltd	5	5
Finance & Corporate	0	0
Multiple departments	1	1
<b>TOTAL</b>	<b>25</b>	<b>25</b>

## Location of complaints

Location ( <i>specified if more than 1 complaint received</i> )	Total this period	Total for current financial year
Inverness	2	2
Invergordon	4	4
Strathpeffer	2	2
Tain	2	2
Aviemore	4	4
Nairn	2	2

*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 Implemented	Actioned By
1265	Stage 1	Customer Services	Staff (including attitude of staff)	Tenant alleges that staff member was inefficient in their dealings with them and that the staff member had lied.	No	The tenant was sent a copy of Albyn's complaints leaflet.	The staff member concerned is now much more aware of when it is appropriate to either close or assign a repair.	9 <sup>th</sup> July 2015	Customer Services Manager (North)
1266	Stage 1	Customer Services	Other	Tenant unhappy with standard of service received from Albyn regarding a complaint against a neighbour.	No	The neighbour is not an Albyn tenant, therefore no action can be taken by Albyn. The tenant was advised to contact the Council and the police instead. A transfer application has also been sent to the tenant.			
1267	Stage 1	Albyn Enterprises Ltd	Service Charges	The customer did not believe that their service charge increase of over £26 per month is justified. They do not believe that they receive a service as it is, without an increase in the cost. The customer does not want to have to increase working hours to pay this additional money.	No	The client will hopefully see an improvement of services under Albyn Enterprises Ltd's new landscaping and stairwell cleaning contracts and work instructions.			
1268	Stage 2	Albyn Enterprises Ltd	Factoring Issues	Customer has stated that they have serious unresolved issues with the increased charges they have been asked to pay and with the Factoring Officer's ability to manage the scheme.	No	The customer did not wish to meet with Albyn Enterprises Ltd staff and attempts at further contact have been unsuccessful. Therefore it has not been possible to progress this complaint.			

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1269	Stage 1	Albyn Enterprises Ltd	Service Charges	The customer is dissatisfied that their service charges are increasing by over £38 per month. Following a response from Albyn Enterprises Ltd staff the customer is still dissatisfied and further queries why they are paying a maintenance fund, administration charge and fee.	No	The customer's issues about communication and service received up to now will hopefully be resolved under the management of AEL. More information on the budget should have been provided in the response to their first enquiry.	Ensure response to complaints fully answers queries raised.	Ongoing	AEL staff
1270	Stage 1	Asset Management & Investment	Other	The customer believes that they should have received tree planting and fencing as part of an agreement made when they donated land for housing development.	No	Albyn staff had understood that the extent of works to be completed had been agreed on site at the time and this was corroborated by the other organisation involved. In hindsight Albyn should have sought a letter of confirmation from the landowner.	Agreements to be followed up in writing.	Immediate	Asset and Investment Manager
1271	Stage 1	Customer Services	Rent	That the tenant should have been informed in good time about rent arrears owed.	Yes	The tenant had been having difficulty receiving letters to their home address and they had been using their work address for other correspondence.	Review of arrears procedure to make sure that our procedures take into account the different circumstances which led to this account being missed.	Ongoing	Chief Operating Officer
1272	Stage 2	Customer Services	Allocation	A waiting list applicant was informed that a property had been allocated to them. They had arranged a visit to the property the same day. Subsequently the property was allocated to another applicant.	Partial	The staff member involved had not initially been using an up to date waiting list when allocating the property. This has now been rectified and the staff member understands that they need to ensure they use the correct information.	Ensure all staff constantly use the current list and not one taken days before.	Immediate	Chief Operating Officer

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1273	Stage 1	Customer Services	Contractor	Tenant unhappy with conduct of landscaping contractor.	Partial	The tenant's concerns were fed back to the contractor concerned who will ensure that all their staff are reminded of Albyn's commitment towards excellent customer service whilst carrying out maintenance for the Society.	Landscape contractor reminded of their responsibilities regarding excellent customer service.	24/04/15 and ongoing	Customer Services Manager (South)
1274	Stage 1	Albyn Enterprises Ltd	Service Charges	The customer was concerned that their factoring fee has increased by approximately 73% over the last 2 years and feels the charges are now "out of control". Also referenced a letter from 25/02/13 regarding the service charge only increasing by 1% over inflation.	No	Confirmed that going forward charges will be set as per the year's budget of tendered and estimated costs rather than linked to an index.			
1275	Stage 1	Customer Services	Service charge	The customer was unhappy with the service charges for the first two years at their property. They believed that some of their neighbours have had refunds for this period; however the customer has paid in full.	No	Investigation has confirmed that no refunds for service charges have been provided to the development, so the customer has not been treated differently to neighbours.			
1276	Stage 1	Asset Management & Investment	Communication	That the tenant was not informed about neighbouring new development works and that a fence had been erected which closed off access to a communal area. The tenant was also concerned about weed growth on a common stoned area.	No	Advising/consulting on things that will have a direct impact on our customers is crucial to ensure they feel valued.	Asset Management & Investment staff must ensure that contractors advise neighbouring residents of new build works. This should be on all pre-start agendas.	Immediate	Asset and Investment Manager

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1277	Stage 2	Customer Services	Repairs / maintenance	A tenant had suffered a leak within their property. The complaint asked whether Albyn had a suitable decant process in place. They raised concerns about insurance issues. They also complained about the staff's attitude in dealing with the initial queries.	Partial	After investigation it was confirmed that the staff had done all they could to support the tenant in this case. The insurance concerns raised have been clarified. However, the decant procedures require review and update.	Will become established within the detail of the reviewed decant policy and procedures.	Within next 3 – 6 months	Remit of Head of Policy
1278	Stage 1	Asset Management & Investment	Other	That the external wall insulation added to an adjacent property had encroached into the complainant's garden.	No	Take strident steps to ensure that where private owners are pepper potted amongst Albyn's housing stock, that staff double check that each and every affected party has been identified and communicated with.	Ensure that there is clear communication with owner occupiers	immediate	Asset officers & Planned Maintenance Officer
1280	Stage 2	Customer Services	Staff (including attitude of staff)	That the member of staff who phoned the complainant regarding rent arrears had behaved in an unacceptable and offensive manner.	No	After unsuccessful attempts to meet the complainants, the complaint had to be assessed on the available information. After investigation the conclusion is that there is no evidence to suggest that the staff member was anything but firm and polite during the telephone call.	Consideration should be given to re-visiting the issue of recording phone calls.		Leadership Team
1281	Stage 1	Asset Management & Investment	Other	The complaint was due to debt in relation to the biomass heating system and that the complainant had resorted to switching off the biomass heating to the property. In addition a radiator and replacement meter are believed to remain outstanding issues.	Partial	In hindsight we should have considered an average payment system for those on standing order rather than increasing / decreasing their payments dependant on the time of year and usage at that point.	This is part of the ongoing billing issues in Aviemore and will be resolved with new metering or change of heating.		Asset and Investment Officer

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1282	Stage 1	Asset Management & Investment	Energy efficiency	That the cost of their heating is unacceptable.	No	Offers were made to meet with the complainant and obtain information on their heating system to ascertain any issues. Heating statements have been provided in the meantime.			
1283	Stage 1	Multiple	Other	That decorative planters were inappropriately located within a development by a tenants' forum group.	No	Albyn is not responsible for the behaviour of people in a Tenant Forum Group.			
1284	Stage 1	Albyn Enterprises Ltd	Factoring Issues	That the customer was concerned about the increase in service charges and the deterioration in ground maintenance at the development.	No	This complaint stemmed from a boundary issue with a new contractor. This was highlighted to the contractor early on however they did not handle this issue to our satisfaction. This has been communicated to the contractor and we are working with them to ensure similar issues do not arise.	Albyn Enterprises Ltd Factoring Services team are monitoring the contractor.	Ongoing	AEL staff
1285	Stage 1	Customer Services	Other	That a tenants' forum group behaved inappropriately towards a member of the complainant's family.	No	Albyn is not responsible for the behaviour of people a Tenant Forum Group.			
1286	Stage 1	Customer Services	Staff (including attitude of staff)	That the response the complainant received from Customer Services staff when he telephoned the Invergordon office was inappropriate. The complainant was aggrieved that staff refused to give their names during phone calls.	Partial	The procedure in place is that staff do not immediately give their name when answering the phone. They will, however, provide their name if / when asked.	Consideration will be given to amending the telephone greeting and providing names when initially answering calls.		

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1287	Stage 1	Customer Services	Rent	That a sub-let by a tenant should have been recorded as ending earlier than that recorded; meaning that the complainant should not be considered liable for the rent for the additional period.	No	After investigation it was confirmed that the sub-let period recorded by Albyn was correct.			
1288	Stage 1	Customer Services	Other	A relative of a tenant who abandoned a property has raised questions over the former tenant's possessions.	No	It has not been possible to provide the relative with the information requested as there is no mandate in place for the relative to deal with Albyn on behalf of the tenant. Data Protection therefore means that no information can be passed to the relative.	Where the former tenant is known to be vulnerable, consideration should be given to storing the household belongings for a period of time after the void property has been cleared.		