

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 JULY TO 30 SEPTEMBER 2015

“I can’t believe the difference the new windows have made (and doors). I am absolutely delighted.” *Brora tenant, following a window and doors upgrade*

“Excellent job, thank you! I feel safe now!” *Following bathroom grab rail repair*

“Thank you for the efficient, professional and friendly service from the maintenance department and, importantly, the contractor..... I am delighted to be an Albyn Housing Society tenant.”

“I would like to express my thanks to your good selves. Not been a tenant that long, however on occasions that have been necessary the service provided has been second to none. Thank you all.”

“Again, totally delighted with service. Got a call to arrange visit and arrived when he said. Fixed the problem straight away, no mess, no hassle. Thank you.”

How many complaints have we had?

20 complaints were received between 1 July and 30 September 2015.

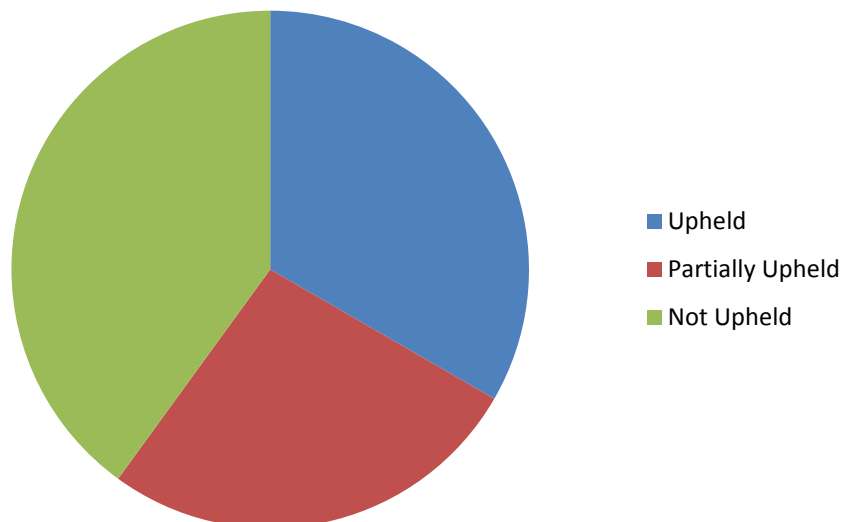
Stage 1 complaints

16 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 14 closed complaints, 11 were resolved within the timeframe. None of the complaints was equality-related. Of the 14 closed, 4 were fully upheld, 4 were partially upheld and 6 were not upheld.

Stage 2 complaints

4 complaints were dealt with as Stage 2 of the complaints process because they required detailed investigation. Only 1 of these has been resolved and this was closed within the timeframe allowed. None of the complaints received was equality-related. The complaint closed was upheld.

All complaints this period



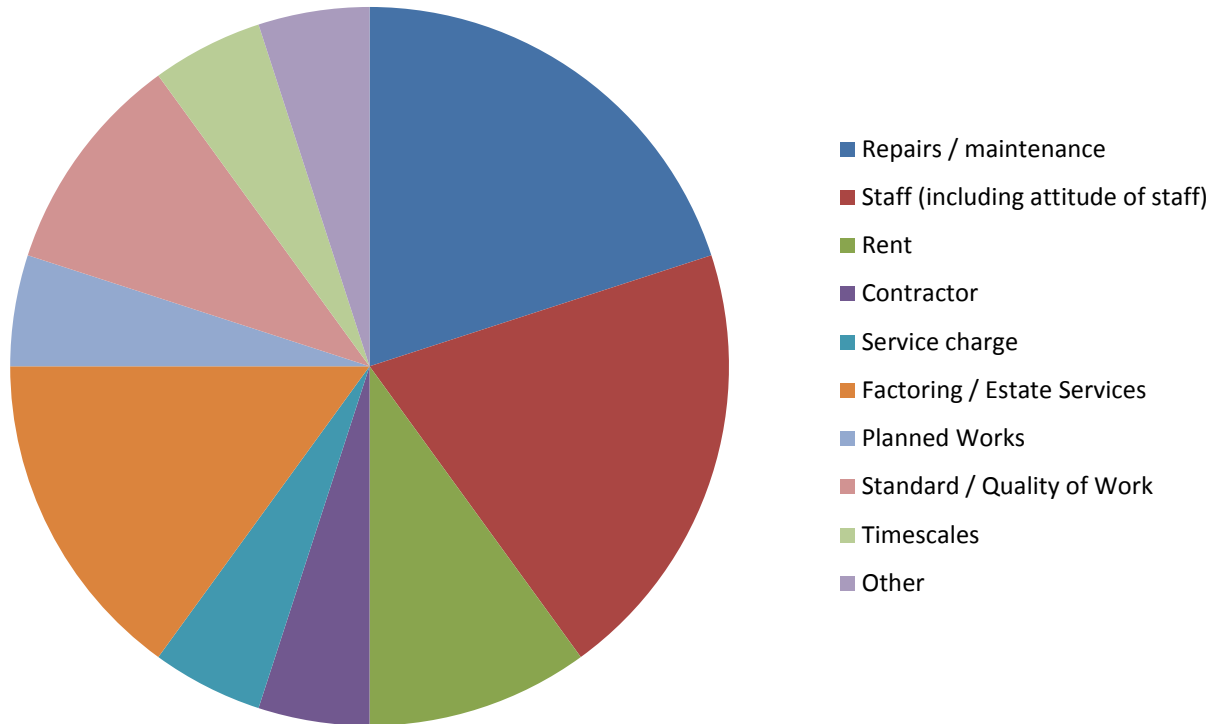
How were these complaints received?

The complaints were received in the following ways:

- By email: 5
- By phone: 10
- By letter: 5

Reasons for complaints

Chart for this period

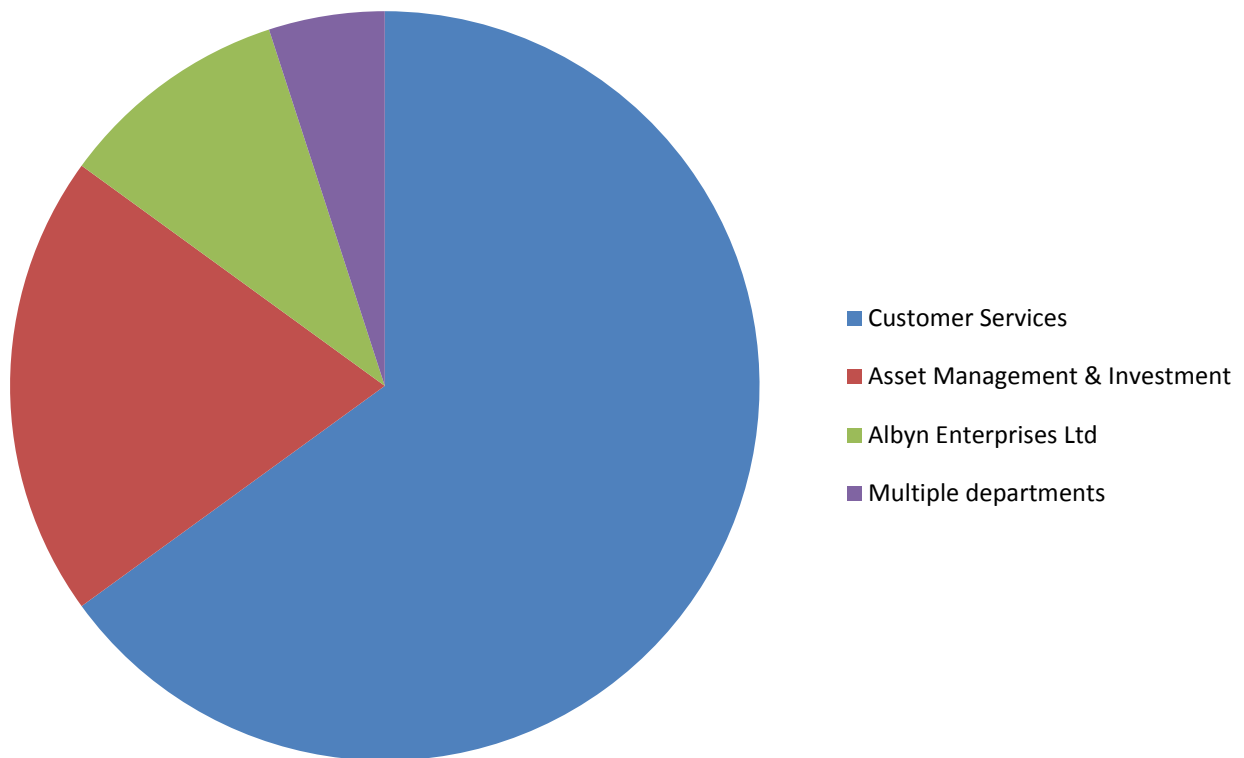


Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	4	6
Communication	0	1
Staff (including attitude of staff)	4	7
Rent	2	4
Contractor	1	2
Allocation	0	1
Estate services management	0	1
Service charge	1	5
Energy Efficiency	0	1
Factoring / Estate Services	3	5
Planned Works	1	1
Standard / Quality of Work	2	2
Timescales	1	1
Other	1	8
TOTAL	20	45

Responsibility for complaints

The complaints related to work by the following departments:

Chart for this period



Department	Total this period	Total for current financial year
Customer Services	13	27
Asset Management & Investment	4	9
Albyn Enterprises Ltd	2	7
Finance & Corporate	0	0
Multiple departments	1	2
TOTAL	20	45

Location of complaints

Location (<i>specified if more than 1 complaint received</i>)	Total this period	Total for current financial year
Inverness	2	4
Invergordon	3	7
Strathpeffer	0	2
Tain	0	2
Aviemore	0	4
Nairn	0	2
Beauly	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
1293	Stage 1	Customer Services	Repairs / maintenance	Customer complained about rechargeable repairs which they have been invoiced for, following a transfer to another property.	Partial	Had we drawn the tenant's attention to the decoration of the property then we may not have had to invoice a rechargeable repair.	Ensure that Housing Services Officers are aware of the requirement to point out recharges to departing tenants during the pre-inspection to ensure that they have the opportunity to rectify them before moving.	12 October 2015	Customer Services North
1297	Stage 1	Customer Services	Repairs / maintenance	Former tenant has queried an invoice they received regarding re-charges following the void inspection. The customer was unhappy with the cost of invoices.	Partial	After investigation one item was removed from the recharge. It was confirmed that the remaining recharges required to be paid.	This related to an item that was apparently removed from the garden of the property between the tenant moving out and the post-inspection being completed. There are no service improvements associated with this complaint, as the "think yes" thought process has already been applied.		
1294	Stage 1	Customer Services	Repairs / maintenance	Customer was unhappy that a routine repair that they had reported was going to take up to 10 working days. They were also unhappy about mould growth in their property.	No	There are no lessons learned or service improvements to be gained from this complaint.			
1302	Stage 1	Customer Services	Repairs / maintenance	That the tenant has had no heating due to a faulty system. Several contractors had been out to fix it but still no heating.	Yes	To ask the tenant what action they would be happy with at the very start of the complaint.	Encourage staff to ask tenants in more detail what outcome they are seeking from their complaint.		

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1295	Stage 1	Customer Services	Staff (including attitude of staff)	Customer is dissatisfied with the way they have been treated regarding an anti-social behaviour (ASB) complaint and the actions taken / not taken.	No	This was a report of ASB and a request for service. Therefore does not constitute a complaint in terms of the SPSO Complaints Procedure.			
1298	Stage 2	Asset Management & Investment	Staff (including attitude of staff)	That a group of tenants were wrongly blamed for condensation-related problems within their homes, when in fact these were caused by design faults within the properties.	Yes	Work is ongoing by the Asset Management team to address the issues at this development. The team is working alongside the customers on this. The Chief Executive has apologised to the tenants about how the issues were originally dealt with.	Improved approach to dealing with condensation – listening to tenants, following up, monitoring and investigating ventilation / fabric issues where required.	October 2015	Asset Management / Customer Services
1300	Stage 1	Customer Services	Staff (including attitude of staff)	The complainant said that they had been spoken to by three rude members of staff.	No	The manager spoke with the complainant and discussed their concerns in detail.			
1310	Stage 1	Customer Services	Staff (including attitude of staff)	The tenant has previously asked that their name and address are not said out loud by reception staff as there may be people in the waiting area who could overhear. The tenant was concerned that this request was not being followed.	Partial	Ensure that staff are aware that customers have a right to confidentiality when their name and address is being mentioned, when calls are being transferred through to other offices.	Relevant staff have been reminded of the need to observe a tenant's request for confidentiality.	October 2015	Customer Services North
1301	Stage 1	Customer Services	Contractor	That a contractor who attended to cut their neighbour's lawns did not pick up the grass cuttings afterwards and so they had blown all over their garden.	Yes	This was a contractor oversight and they have agreed to be aware of this in the future.	Reminder issued to contractor of the need to remove grass cuttings on the same day that the grass is cut.	September 2015	Customer Services North

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1306	Stage 1	Asset Management & Investment	Standard / quality of work	That the complainant had tripped on a hazardous slope a few months ago. Since then they were aware that a child and an elderly person had also fallen on the same area. The fence was mended as part of a new council development adjacent to the site and the fence line had created a shortcut which people are tripping over or falling down.	Yes	Inspections of areas outside of new build sites need to be implemented.	Clerk of Works to inspect all areas of works carried out, even if outwith actual new build site.	September 2015	Asset Management & Investment Manager
1292	Stage 1	Customer Services	Timescales	Customer complained about the length of time it took Albyn to reinstate a fallen gate located at the entrance of the land strip in front of the property.	Partial	There was a long delay between the inspection taking place and subsequent referral to the Factoring Team. We must learn to be more pro-active in dealing with the issues raised by tenants and anticipate quicker resolution.	The Customer Services Team and the Factoring Team need to review our Service Level Agreement to better understand each team's responsibilities. We also need to work together better to ensure more appropriate and timely communication between teams to ensure that a customer's complaint or enquiry is resolved quicker. We will start this process by holding a joint North and South Customer Services Team meeting to discuss Factoring and identify improvements.	By Christmas 2015	Customer Services
1303	Stage 1	Asset Management & Investment	Standard / quality of work	That the tenant was not happy with ongoing issues with the biomass boiler installed in the property, noting that it continually fails despite contractors attending to carry out repairs.	Partial	Annual servicing of biomass pellet boilers requires to be carried out - this had not happened at this tenant's home.	Need to ensure that servicing is carried out and that tenants know what is required as regular maintenance where they have a biomass boiler.	October 2015	Asset Management & Investment Manager

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1309	Stage 1	Customer Services	Factoring / Estate Services	Customer has complained that the walkway outside their home does not have working lights following a request for service logged two weeks ago.	Yes	The work has now taken place. The customer has accepted Albyn's apology for the delay in getting the work carried out. The learning from this is making sure that communication is clear and precise. In the past when a complaint has arisen regarding the response time, when Albyn dealt with these types of communal repairs historically they were classified as either an emergency or urgent so would have been repaired within either 8 hours or 2 working days. It would therefore be a good idea for Albyn Enterprises Ltd to provide Customer Services with a guideline of their response times and what they consider an emergency so that we may manage our tenants' and owners' expectations.	Communication improvements are required between Factoring Services and Customer Services. The delay in this case was due to a misunderstanding of the work required. Aside from this complaint the Factoring Services team are reviewing the works order form and process to ensure detailed and clear instruction is provided in the first instance. The process will be revised so that Factoring Services follow up with Customer Services advising response times and completion of the work so that they may keep tenants better informed.	October	Factoring Services team
1296	Stage 1	Albyn Enterprises Ltd	Service Charges	Customer has complained that they are paying a service charge and not getting any services in return. They say that there is hardly ever any weedkiller put down on the appropriate areas. They also talked about needing boulders at the edge of their garden.	No	The boulder works order had already been placed, but the work had not yet taken place. It was completed by the end of August. An explanation was given to the customer regarding what the service charge paid for.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1307	Stage 1	Customer Services	Rent	This complaint was in relation to a number of issues: (1) That delivering a letter regarding rent arrears should not be made in the evening (6.30pm); (2) the manner of the staff member at the visit; (3) the letter sent advising that the Society was considering legal action gave a deadline date that was at the weekend when the tenant could not contact the Society; (4) The tenant's partner had been in touch and they believed that the matter had been resolved, and payment was made to the account; (5) That a manager should not have sent the letter and subsequently been involved in the decision to commence legal action.	No	After investigation the following was explained to the tenant regarding their complaint: (1) This timing had been chosen so that the Housing Services Officer could speak with the tenant about its contents. (2) The tenant confirmed that the staff member had not been rude or impolite. (3) Contact had been made with the tenant on two occasions on work days. (4) Discussions on rent can only take place with someone other than the tenant with a written mandate, which was not the case in this instance. (5) The correct policy and procedures had been followed.			