

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 JULY TO 30 SEPTEMBER 2018

“...The roofer has been round to fix this issue and also fixed a further issue with the roof. I must say that was an extremely prompt and efficient service today. Thank you very much.”

“On behalf of our client, I would like to thank you for all help and support in securing him his new tenancy as well as the invaluable advice you have given.”

Feedback following windows replacement: “Quite frankly I can’t think of a way to improve the service. There was no part in the entire process that I was unhappy about. The workmen were quick, efficient, and courteous and left no mess behind when they finished. All in all I am completely happy with the work provided.”

How many complaints have we had?

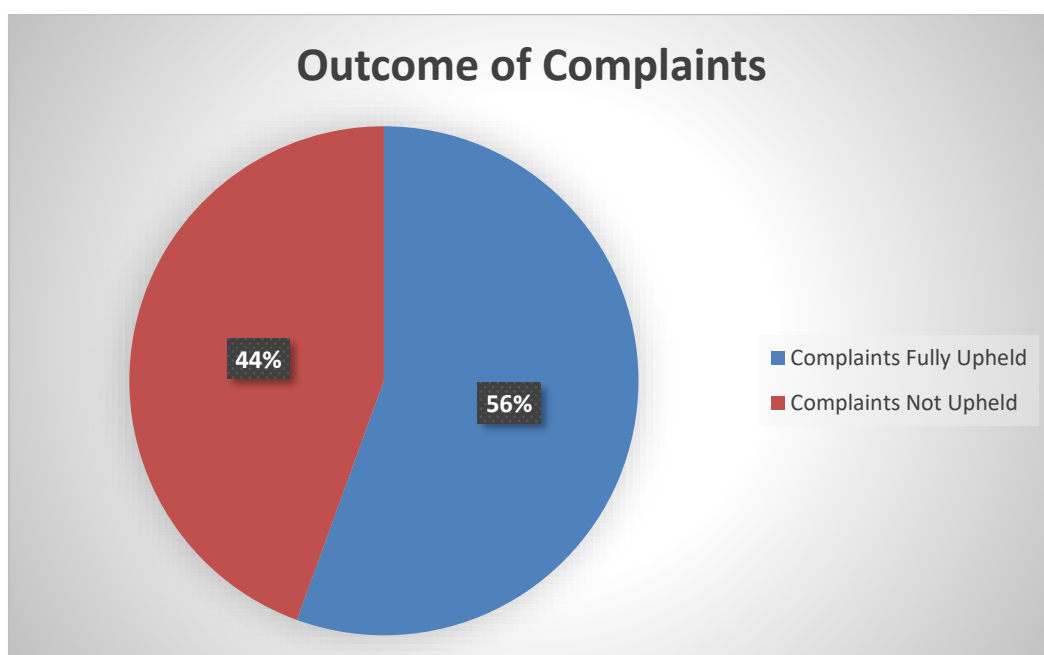
11 complaints were received between 1 July to 30 September 2018.

Stage 1 complaints

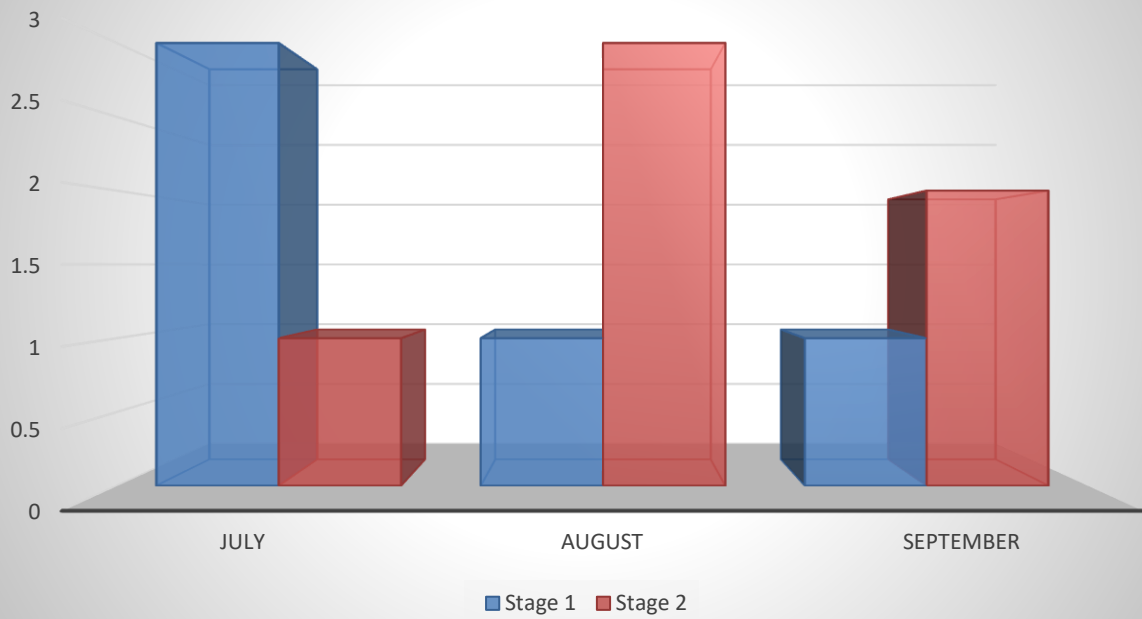
5 of these complaints fell within the first stage of the complaints process (frontline resolution). All 5 of the complaints were dealt with before the end of the period. Of the 5 closed complaints, 3 were resolved within the timeframe. No complaints were equality-related. Of the 5 closed, 4 were fully upheld, none was partially upheld and 1 was not upheld.

Stage 2 complaints

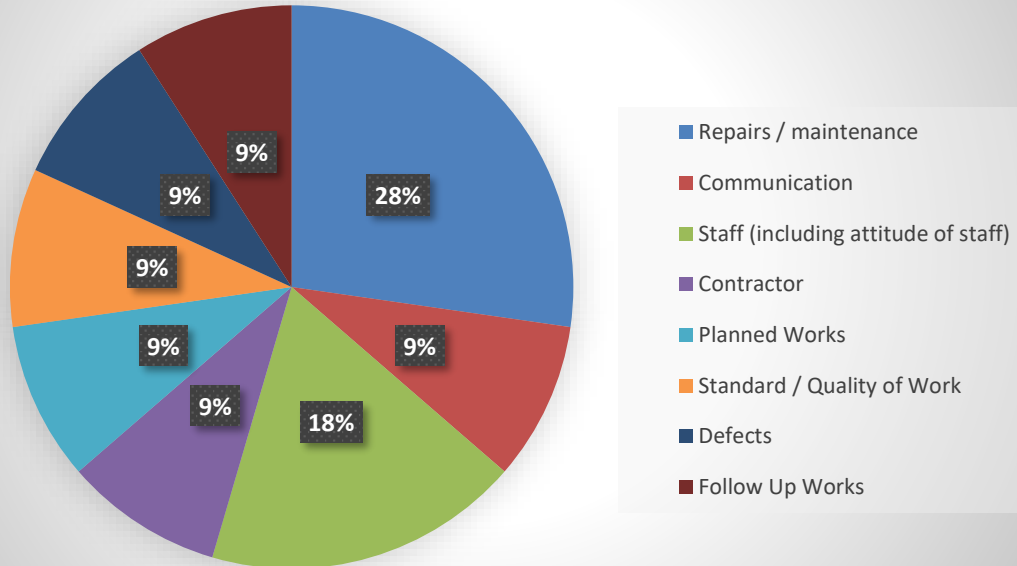
6 complaints were dealt with at Stage 2 of the complaints process because they required detailed investigation. 4 complaints were dealt with before the end of the period and within the timeframe. 2 complaints remain open. No complaints were equality-related. 1 of the complaints was fully upheld; none 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	3	17
Communication	1	9
Staff (including attitude of staff)	2	10
Rent	0	2
Contractor	1	3
Allocation	0	4
Estate services management	0	1
Service charge	0	1
Energy Efficiency	0	0
Factoring: Standard Issues	0	5
Factoring: Contractor	0	3
Planned Works	1	6
Standard / Quality of Work	1	3
Timescales	0	0
Defects	1	4
Follow Up Works	1	1
Voids	0	0
Other	0	2
TOTAL	11	71

How were these complaints received?

The complaints were received in the following ways:

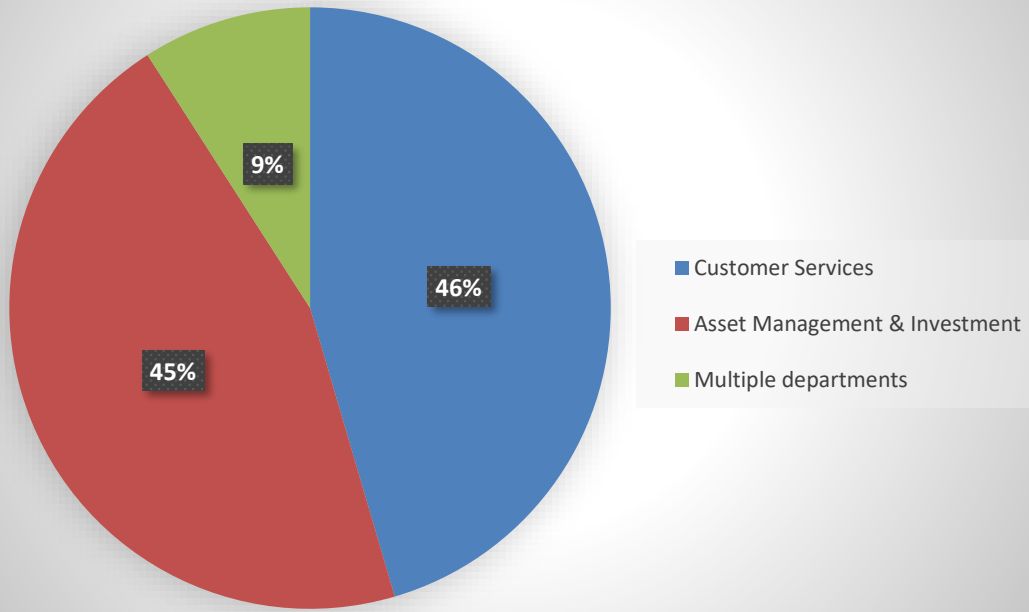
- By email: 6
- By phone: 4
- In person: 0
- By letter: 1
- By social media: 0

Responsibility for complaints

The complaints related to work by the following departments:

Department	Total this period	Total for current financial year
Customer Services	5	42
Asset Management & Investment	5	15
Highland Residential (Inverness) Ltd	0	11
Finance & Corporate Services	0	0
Albyn Enterprises Limited	0	1
Multiple departments	1	2
TOTAL	11	71

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
1495	Stage 1	Assets / Highland Residential	Communication	This owner has been unable to resolve complaints about defects to the guttering and a crack in the render to their LIFT property. They had contacted NHBC and they agreed to deal with the render issue but would charge excess on the policy. There are two issues here. One is a latent defect with the render and the second is the complainant's failure to get this resolved through previous communication.	Yes	We need to clarify our approach to defects reported by LIFT owners outwith the contractual defects period. There may be a grey area between Highland Residential and Assets outside of the contractual defects period.	Provide some clarification to Highland Residential regarding NHBC cover, builders cover and latent defects. Owners to be referred to Assets where there is a significant issue for advice.	04/10/18	Assets Officer
1501	Stage 2	Asset Management & Investment	Defects	The complainant contacted Highland Residential regarding a serious defect in their property. They were advised to contact NHBC. The plumbing had failed both upstairs and downstairs causing extensive damage. The complainant is currently living in temporary accommodation as repairs are carried out.	No	We are unable to uphold the complaint since it is now in the hands of the insurers. We have asked Highland Residential to pass complaints like this on to Assets as a first step, in order that we have the opportunity to deal with it.	Provide some clarification to Highland Residential regarding NHBC cover, builders cover and latent defects. Owners to be referred to Assets where there is a significant issue for advice.	04/10/18	Assets Officer
1496	Stage 1	Customer Services North	Repairs / maintenance	The tenant is not happy about the level of service received regarding a leak to a drainage pipe beneath their property. They said that various works had been promised in relation to this, including cleaning out and disinfecting the solum area, but these have not been completed. They are unhappy that works orders that were issued for this job have been cancelled without them being advised of this.	Yes	There was a miscommunication between the contractor and the tenant, which caused the repair to be closed down before it was completed. There are no lessons to be learned or service improvements to be picked up from this complaint.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1502	Stage 1	Asset Management & Investment	Contractor	The tenant had allowed contractors to temporarily remove their fence in order to lay the foundations on the new block. However, the tenant arrived home to find scaffolding erected in their garden, with no safety netting, and only one metre from their child's trampoline. Two strands to this complaint. Health and safety and the lack of communication with the contractor.	Yes	The contractor has been advised that their actions were not acceptable and a close eye will be kept of their method of working throughout the build to ensure they are operating in a safe manner.	It was agreed with design team and developer to fence this boundary before we started. Contractor acted independently and against advice. We will be cautious in our approach to dealing with this contractor as the contract progresses and in the future.	Sept 2018 onwards	Asset Team
1500	Stage 2	Asset Management & Investment	Planned works	The complainant said that damage was done to their furniture following work by a contractor. As a result, the contractors arranged for a furniture repairer to visit and repair the damage. Unfortunately, the repairer had to delay the work. The contractor was asked for an alternative solution and they suggested either an alternative repair person, or a sum of money for the tenant to arrange the repair themselves. The tenant asked to the work being carried out with compensation as well. This was agreed by the contractor. Following the repair work the tenant said they were not happy with the work and wanted to be treated fairly and wanted compensation.	Yes	Although this was accidental damage, the contractor concerned was reminded of the need to take care in tenant's homes.	Contractors are reminded of the absolute need to be considerate of tenants' property.	Immediate and ongoing	Assets Manager / Officer

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1504	Stage 1	Asset Management & Investment	Standard / quality of work	This person has a complaint about the End of Defects Snagging process and to add further defects.	Yes	These were open market shared equity properties converted from a listed building and marketed by Highland Residential on behalf of Tulloch Homes. Albyn became the owners of these properties five weeks prior to the sales completing. The main lesson learned is that AHS should have refused to buy these. The second lesson learned is that staff must never comment on a client to another client.	Albyn Housing Society will not act on behalf of the Scottish Government in this capacity in future.	03/10/18	Assets Manager / Officer
1493	Stage 1	Customer Services North	Repairs / maintenance	Letter received regarding the high cost of heating home with 'NIBE' heating system.	No	Consider the future installation of NIBE heating systems, what more efficient options are available?	We have not installed these systems for a number of years due to problems associated with running costs and ongoing maintenance issues.		
1494	Stage 2	Customer Services North	Follow up works	Complainant reported a number of issues with their property. These are: Missing light switch from kitchen entrance door. Missing light in hall cupboard. Missing socket from hall, ceiling lights in hall not spaced properly to give ample light at either end of hall, lights are not to cast a shadow, free view aerial missing from flat. Some of these items are due to be carried out by the contractor, but not as quickly the tenant would like. Some other items, such as the light in the cupboard, are not going to be done. Tenant is not happy about the timescale given for the works that will be done, and also that some of these works are not going to be carried out.	No	The issues were primarily cosmetic requests, rather than issues that had to be addressed by the Society. Work has been arranged for those that need addressing. All the standards required for properties have been met. The tenant is welcome to make further changes themselves if they wish to. There are no lessons learned or service improvements to be picked up from this complaint.			

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1503	Stage 2	Customer Services North	Repairs / maintenance	The tenant complained that they had received an invoice for a broken door in the bathroom of their previous property and they contested that the door was already damaged when they moved in. The previous tenant had also drawn on the walls. The complainant said this should have been resolved before they moved in.	No	Photos were requested of the damage in question as they stated at the outset of the complaint that they had these. No response was subsequently received from the tenant, and the complaint was therefore closed. There are no service improvements or lessons to be learned from this complaint.			