

# ALBYN HOUSING SOCIETY

## FEEDBACK FROM CUSTOMERS 1 OCTOBER TO 31 DECEMBER 2015

"First Class. The contractor was very nice, clean and helpful. Keep up the good work."  
*Aviemore tenant about an electrical contractor*

"The boys were really nice and couldn't do enough to help my Mum, very patient. Great Job!"  
*Tenant's daughter, following the fitting of a new kitchen*

"The service you provide is excellent and when I request a repair it is done almost immediately."  
*Feedback from an Invergordon tenant*

"The kids love it here, and we are all a lot happier. Getting this house has been life changing for us all. So thanks again!"  
*Feedback from a new Smithton tenant*

"Our dealings with Wendy Fraser were excellent she was very helpful."  
*Praise from an Invergordon tenant*

### How many complaints have we had?

14 complaints were received between 1 October and 31 December 2015.

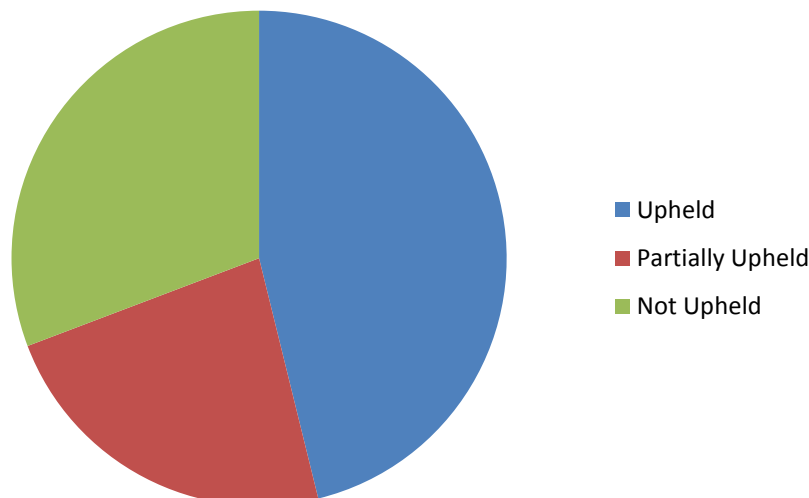
### Stage 1 complaints

11 of these complaints fell within the first stage of the complaints process (frontline resolution). 1 complaint was still being dealt with after the end of the period. Of the 10 closed complaints, 8 were resolved within the timeframe. None of the complaints was equality-related. Of the 10 closed, 6 were fully upheld, 1 was partially upheld and 3 were not upheld.

### Stage 2 complaints

3 complaints were dealt with as Stage 2 of the complaints process because they required detailed investigation. All 3 complaints were resolved and 2 were closed within the timeframe allowed. 1 of the complaints received was equality-related. 2 complaints were partially upheld and 1 was not upheld.

*All complaints this period*



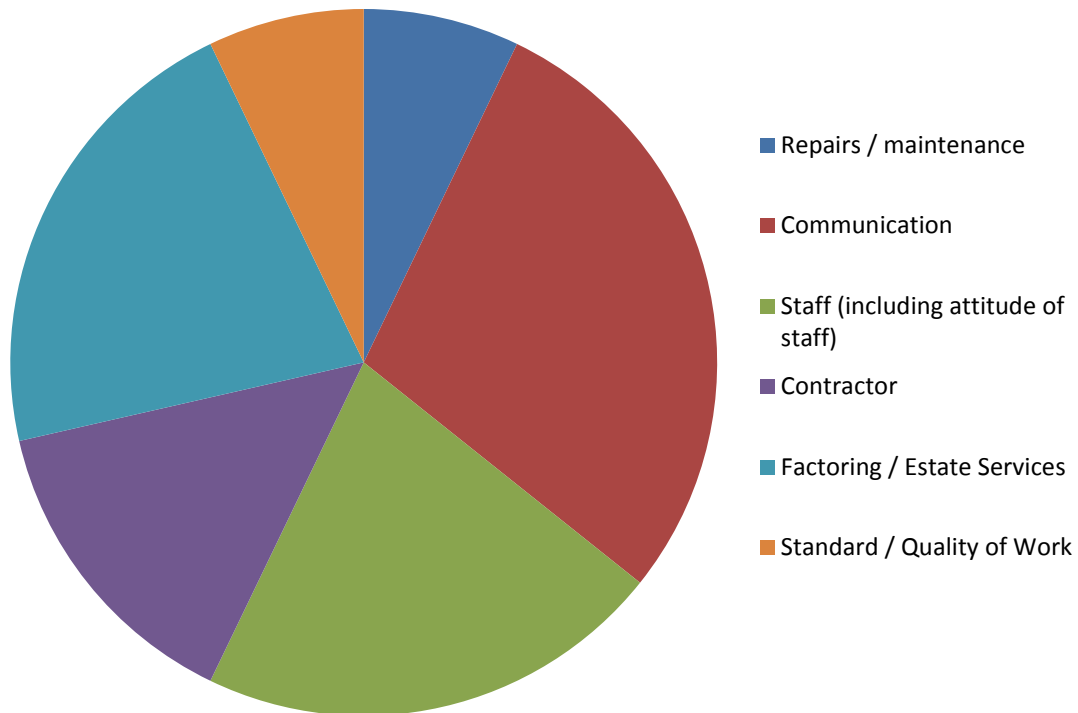
## How were these complaints received?

The complaints were received in the following ways:

- By email: 5
- By phone: 5
- By letter: 1
- In person: 3

## Reasons for complaints

*Chart for this period*

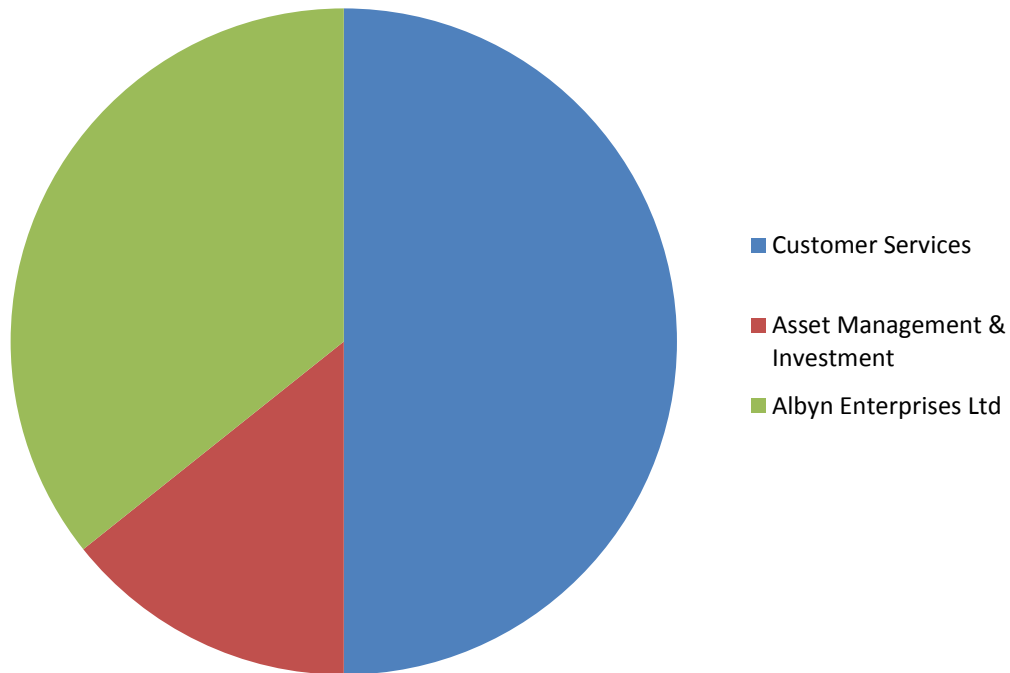


Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	1	7
Communication	4	5
Staff (including attitude of staff)	3	10
Rent	0	4
Contractor	2	4
Allocation	0	1
Estate services management	0	1
Service charge	0	5
Energy Efficiency	0	1
Factoring / Estate Services	3	8
Planned Works	0	1
Standard / Quality of Work	1	3
Timescales	0	1
Other	0	8
<b>TOTAL</b>	<b>14</b>	<b>59</b>

## 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	7	34
Asset Management & Investment	2	11
Albyn Enterprises Ltd	5	12
Finance & Corporate	0	0
Multiple departments	0	2
<b>TOTAL</b>	<b>14</b>	<b>59</b>

## Location of complaints

Location ( <i>specified if more than 1 complaint received</i> )	Total this period	Total for current financial year
Inverness	0	4
Invergordon	2	9
Strathpeffer	0	2
Tain	0	2
Aviemore	2	6
Nairn	0	2
Beaulay	0	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
1313	Stage 1	Asset Management & Investment	Contractor	That men had been clearing moss from the complainant's roof and had left without removing the scaffolding or discussing this with them. They were unhappy with the scaffolding being located outside their living room window.	Yes	That communication needs to be improved between contractors carrying out this type of work, and the tenants involved.	The contractor will discuss with all customers if they want to leave scaffolding up overnight. If the customer is not happy, then it should be taken down.	October 2015	Asset Management & Investment
1314	Stage 2	Customer Services	Staff (including attitude of staff)	(1) That Albyn has not handled the complainant's transfer request properly, including attribution of points and advice on potential areas for rehousing. (2) That Albyn has breached confidentiality regarding their circumstances and has discriminated against them due to their disability. (3) That they are unable to access their bins without having to take waste through their home.	Partial	The one element of the complaint which was upheld relates to access to bins and disposal of waste. A fenced off section has been offered in their front garden for the bin storage. The other elements of the complaint were investigated but were not upheld as Albyn's staff had followed all the correct procedures and had not breached confidentiality, nor discriminated against the complainant.	The storage of bins across all affected homes will be addressed to ensure they have reasonable access which does not involve transporting bins through the home. The customer has declined our offer to install a bin store in the front garden. The other properties have gated access to their back gardens.	23/12/2015	Customer Services Manager (South)
1315	Stage 1	Customer Services	Communication	That the dates and wording on the Customer Satisfaction form the complainant recently received were confusing. The work had actually been carried out there and then during the complainant's gas service but the satisfaction form did not make that clear. The form had a target date that made it seem as if the work had not been done yet.	Yes	That the wording on the document needed to be reviewed and revised accordingly.	The wording on the tenant copy of the document has been amended so that in future it will clearly indicate the occasions when the work has already been done.	23/12/2015	Customer Services (South)

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1316	Stage 1	Asset Management & Investment	Standard / quality of work	Complaint received regarding the current cleaning of stairwell. When the stairwell was last cleaned the work carried out was poor. There is a smell in the stairwell and rubbish has been left lying at the bottom of the stair. The landscaping is also poor, patchy and requires new planting. The tenant was concerned about the cost of service charge and the service provided.	Yes	It is important to encourage tenants to let us know of any problems with factoring services. It is also important that the Housing Services Officers carry out scheme visits and talk to tenants in order to ascertain any problems. The tenants were written to, updating them of the situation, as another complaint was received regarding the same matter within the stairwell.	A meeting between Albyn Enterprises Ltd and Customer Services took place to discuss factoring and how Customer Services can help minimise complaints.	October 2015	Customer Services / Albyn Enterprises Ltd
1317	Stage 1	Albyn Enterprises Ltd	Communication	The complainant requested a detailed itemised invoice for what the 'reasonable costs' they had already paid covered. They felt that the admin fee was an unjustified charge.	No	Albyn Enterprises Ltd fees are reviewed and approved annually by the AEL Board. The fees cover reasonable admin charges to cover overheads of providing the LIFT after sales service.			
1318	Stage 1	Albyn Enterprises Ltd	Communication	That the complainant wished to sell their LIFT property but when dealing with Albyn Enterprises Ltd on this matter they experienced: a lack of communication; a lack of consistency in information provided; and an inaccurate timescale was given.	Yes	Investigation of this complaint found evidence of poor customer service from AEL staff and inconsistent information had been provided. Expectations of the customer service level to be delivered has been explained to the team in detail. The issues have been addressed with the staff members involved.	Ensure that the team is complying with Scottish Government procedures at all times. Team members are reminded of the need to review and refresh knowledge of the official processes and to check that each case meets the official timelines.	November 2015	Business Manager, Albyn Enterprises Ltd
1319	Stage 1	Albyn Enterprises Ltd	Factoring Issues	The complainant raised the state of the communal area in the block of flats that they live in. They advised that they had never seen any sign that the block has been cleaned.	Partial	Liaison required with cleaning contractors regarding items which may have been discarded in the blocks which require removal.	Deep cleans to take place	Deep cleans will take place start of the spring. Contractor meeting held December 2015.	Factoring Services Officer, Albyn Enterprises Ltd

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1320	Stage 2	Customer Services	Staff (including attitude of staff)	(1) That a member of staff had dealt poorly with a tenant with arrears. (2) That another member of staff had spoken inappropriately to the tenant's representative.	No	A thorough investigation did not find any evidence to uphold either element of this complaint.			
1321	Stage 1	Customer Services	Communication	Tenant complained that a member of staff had not responded to a letter they had sent regarding a complaint about their radiators making a banging noise in the night.	No	On investigation it was confirmed that the letter had not been received by Albyn. Now that staff were aware of the issue, arrangements were made to investigate the problem with the radiators.			
1322	Stage 1	Albyn Enterprises Ltd	Factoring Issues	That cleaners had left the stairwell with a wet floor. The smell was awful as the mop must have been re-used over again. The cleaners threw the bucket of water out on to the tar in front of house. The tenant stated that this is not good if disinfectant is used. The rubbish at the bottom of the stairs and in the cupboard was eventually cleaned by the tenant and their neighbour.	Yes	The stair cleaning has been an issue for some time. Factoring are in negotiations with Albyn Housing regarding deep cleaning of stairwells. A deep clean should bring the stairs up to a good standard which can be maintained by the cleaning services.	Deep cleans to take place	Deep cleans will take place start of the spring. Contractor meeting held December 2015.	Factoring Services Officer, Albyn Enterprises Ltd
1323	Stage 2	Customer Services	Staff (including attitude of staff)	That an application for Special Applicant Status (SAS) had been turned down. In addition, that the manager who turned it down should not have been involved in the process because the complainant had a separate complaint taking place with that same manager.	Partial	One part of this complaint was upheld, regarding the review of the SAS application. Although an independent review of the application reached the same conclusion (not to approve the application), it was acknowledged that the process needs to be seen as completely independent and transparent.	In future, where there may be a perceived conflict of interest over a decision made, an independent review of that decision will be carried out. This will ensure that processes are seen to be transparent and objective.	December 2015	Chief Operating Officer

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1324	Stage 1	Customer Services	Contractor	Tenant had logged an emergency plumbing repair via Albyn's out of hours service. The service was unable to source a plumbing contractor so asked the tenant to contact Albyn the following day. The tenant did so and also made a complaint that the 8 hour target had been exceeded.	Yes	During investigation, the out of hours service confirmed that they had only contacted the plumbing contractors listed for the Inverness area on the contractor list. However, there had been a service failure and the operator should have contacted other plumbing contractors from outside the immediate area until an available contractor was found and sent to attend. This has been the practice in the past and it should continue as it is not acceptable to leave emergency repairs unattended.	That the out of hours contractor will ensure that they follow the correct procedure in future.	12/01/16	J Banks & T Tregenza following a telephone conference call with the Edinburgh based service provider.
1327	Stage 1	Albyn Enterprises Ltd	Factoring Issues	The client was dissatisfied with the level of cleaning at their block which they pay a service charge for. They have called previously about the same issue. The main issues were a dirty mop smell in the corridors after mopping, the water pooling on the stairs and the stairs looking dirty after washing.	No	The texture of the floor has led to years of dirt being ground in that is not lifted during routine cleaning. This affects the floor and skirting boards. Although the routine cleaning removes any debris and dust and cleans the surface, it is still left with the dark marks. The wet floors are unavoidable but the contractor will be asked to erect "wet floor" signs. The mop heads are changed regularly but the type of flooring has a distinct odour when wet. As soon as it dries this smell disappears.	Although this complaint was not upheld, it was acknowledged that a deep clean of the owner occupied blocks would address the dirt that has accumulated in the flooring. This deep clean will be carried out as soon as possible.	Deep cleans will take place start of the spring. Contractor meeting held December 2015.	Factoring Services Officer, Albyn Enterprises Ltd