

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 OCTOBER TO 31 DECEMBER 2016

“Just wanted to thank you for helping me with arranging for some grab rails to be put in our bathroom. A very nice joiner who could not have been more pleasant and helpful... and installed some rails which are just fantastic, they have made an enormous difference to me being able to take a shower much easier and I cannot thank you enough.”

“I had Sharon (*from Pentland Energy*) down about the electricity/heating. She was great, I learned a great deal about the heating and about efficiency. Really, really worthwhile so thank you very much for organising that. She reckoned that my usage was fairly low but my heaters were not set properly. I now know how to set and use them more effectively. Really valuable advice on managing things in the house more effectively. Will speak with SSE next week about a better deal. Would thoroughly recommend this service/help to other tenants.”

How many complaints have we had?

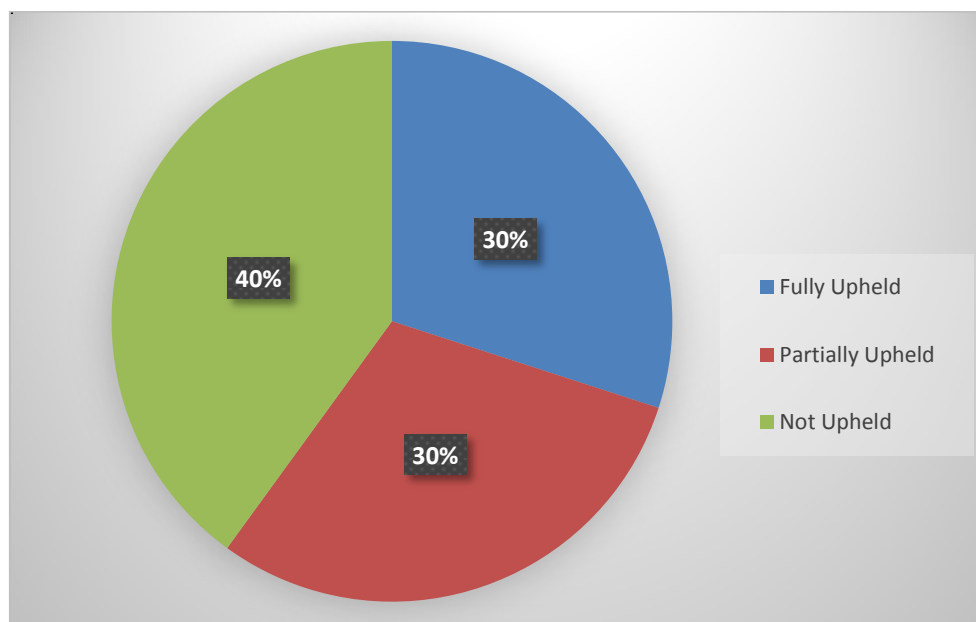
11 complaints were received between 1 October and 31 December 2016.

Stage 1 complaints

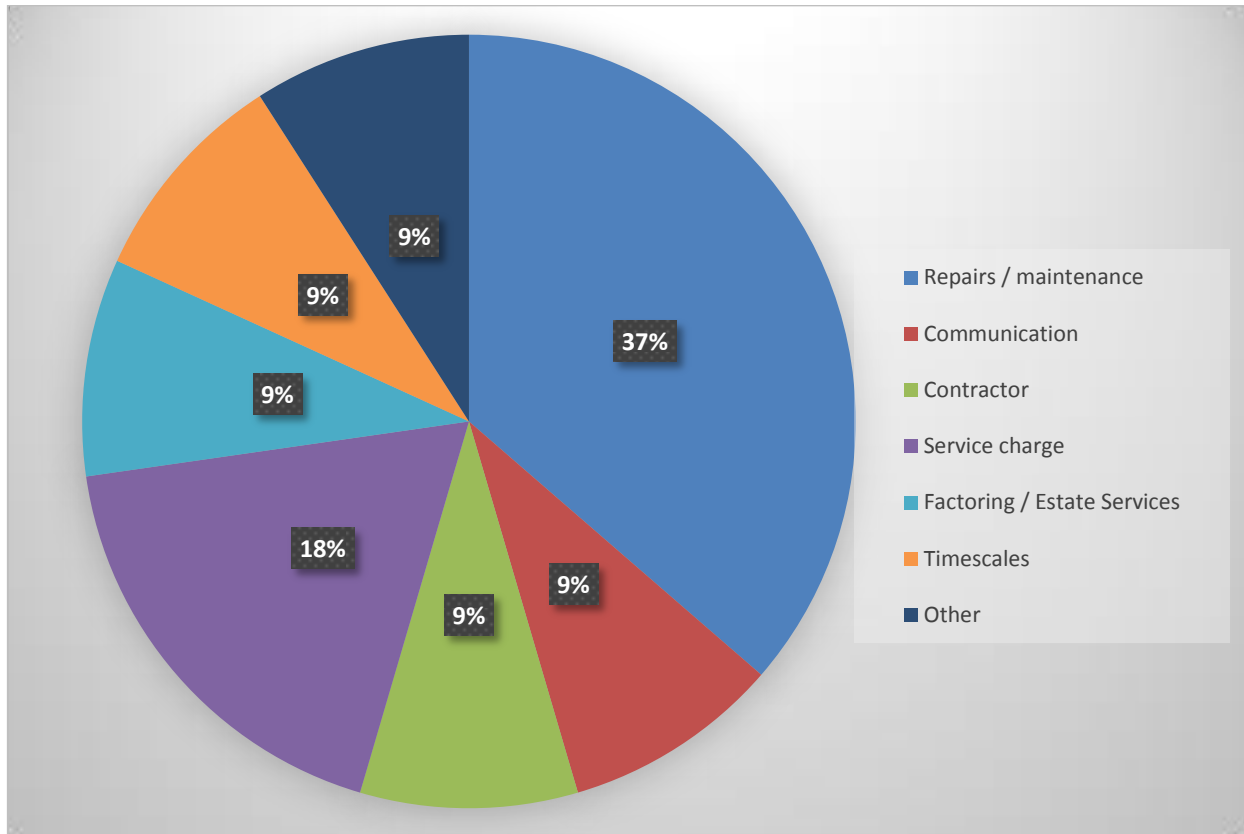
7 of these complaints fell within the first stage of the complaints process (frontline resolution). All the complaints were dealt with before the end of the period. Of the 7 closed complaints, 6 were resolved within the timeframe. 1 complaint was equality-related. Of the 7 closed, 3 were fully upheld, 2 were partially upheld and 2 were not upheld.

Stage 2 complaints

4 complaints were dealt with at Stage 2 of the complaints process because they required detailed investigation. 3 of the complaints were closed within the timeframe allowed. None of the complaints received was equality-related. Of the 3 closed, none was fully upheld, 1 was partially upheld, and 2 were not upheld.



Reasons for complaints



Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	4	9
Communication	1	3
Staff (including attitude of staff)	0	0
Rent	0	2
Contractor	1	4
Allocation	0	1
Estate services management	0	0
Service charge	2	3
Energy Efficiency	0	0
Factoring / Estate Services	1	2
Planned Works	0	1
Standard / Quality of Work	0	1
Timescales	1	2
Defects	0	1
Follow Up Works	0	1
Voids	0	1
Other	1	3
TOTAL	11	34

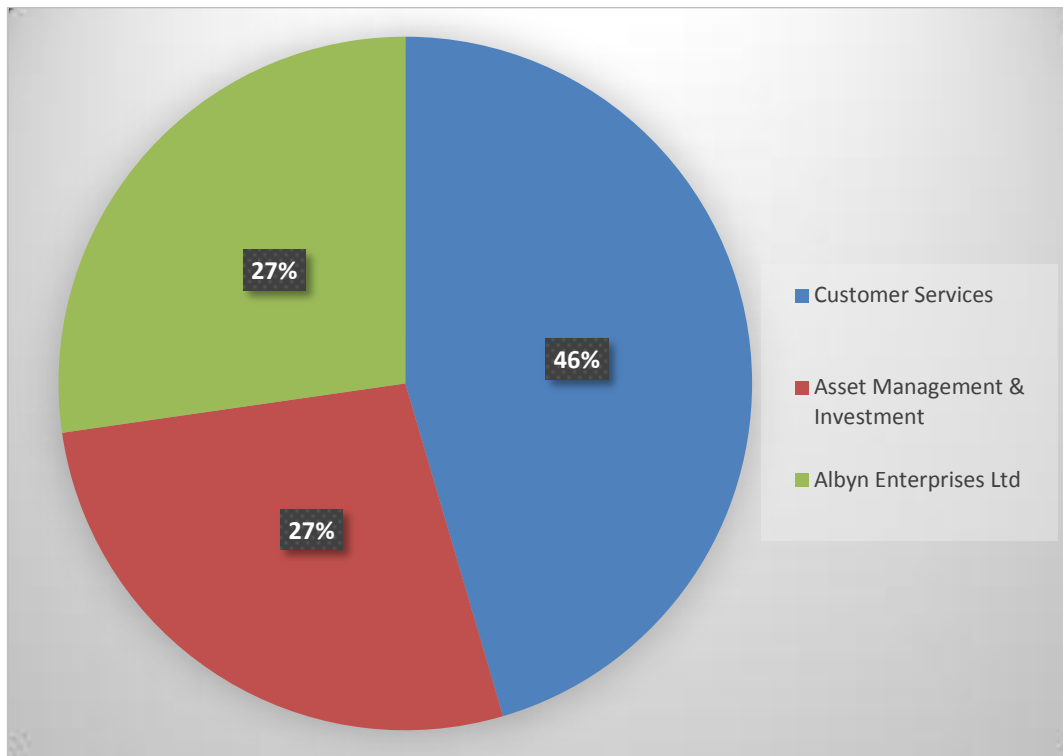
How were these complaints received?

The complaints were received in the following ways:

- By email: 4
- By phone: 3
- By letter: 3
- By social media: 1

Responsibility for complaints

The complaints related to work by the following departments:



Department	Total this period	Total for current financial year
Customer Services	5	23
Asset Management & Investment	3	6
Albyn Enterprises Ltd	3	5
Finance & Corporate	0	0
Multiple departments	0	0
TOTAL	11	34

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
1387	Stage 1	Customer Services North	Repairs / maintenance	The tenant advised that their washing machine had been left disconnected during an upgrade to their home. Although the reconnection of the sockets was completed in the timescales identified on the works order, there was unnecessary delay in establishing the cause of the problem. The position of the storage heater in the living room has caused the tenant disruption as furniture needed to be re-positioned which they were unable to do due to disabilities and recent health difficulties. The door key was lost and insufficient consideration was given to the tenant's circumstances by the contractor when tidying up and putting things right after the works had been completed.	Yes	That the individual needs of a disabled tenant need to be fed into the major repairs process especially in relation to any changes within the property.	Where a tenant is known to have a disability, the Housing Services Officer will liaise with Asset Management to ensure that any particular requirements are attended to. This will include involving an Occupational Therapist (OT) where time limits will allow (OT appointments are difficult to obtain).	Jan 2017	Customer Services / Asset Management
1382	Stage 1	Customer Services North	Repairs / maintenance	The tenant had to call the Society's out of hours service due to a leak in her roof. The tenant said that the amount of water required a bucket underneath and the leak had soaked their bed. The joiner who attended informed the tenant that four roof tiles were broken. The tenant is currently sleeping on their sofa due to this issue not being resolved and they believe that this should have been dealt with quicker.	Partial	On inspection there was no damage found to the mattress. However, on looking at the events leading up to the complaint the Society could have prevented it by ensuring a contractor had attended sooner and had communicated any delay with the tenant.	The changes to the repairs process will ensure that early contact is made with the tenant and any such reported issues will therefore be investigated much sooner in the process.	Jan 2017	Customer Services

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1378	Stage 1	Customer Services North	Repairs / maintenance	The tenant had phoned to report that their back gate was not closing properly. The contractor attended and noted that the gate was in working order and that no further repairs were required. The Housing Services Officer (HSO) also visited and reported that the gate closed adequately. The tenant was not happy with this conclusion and demonstrated that when the gate is slammed, it bounces back. The HSO explained that the gate closes adequately when closed gently. The tenant wanted the catch on the gate replaced. It was explained that no works order would be issued at this time as a maintenance inspection and a contractors' inspection both concluded that no further works were necessary.	No	None. A further inspection of the gate will be carried out by another officer, but if this reaches the same conclusion then no further action will be taken on the matter.			
1381	Stage 2	Customer Services North	Repairs / maintenance	The tenant was unhappy that nothing was being done about the damp and mould in their home. They felt that they were being given the wrong reasons as to why it keeps appearing in their home or they are being 'fobbed off'. The tenant and their child suffer from asthma.	No	Despite several attempts, the staff member has not been able to make arrangements with the tenant to visit and inspect the property. A letter has been sent to advise that the complaint has been closed but can be re-opened if the tenant contacts the staff member to make an appointment. There are no lessons learned or service improvements to be gained from this case.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1377	Stage 2	Albyn Enterprises Ltd	Factoring Issues	A number of issues around factoring for the scheme regarding what happens to properties once they are sold into private ownership - who collects factoring fees and so on. The residents' association is the factor and is facing a loss in uncollected fees.	No	None to record; complaint was not upheld. As factor for the development the residents' association should be collecting fees direct. It is not possible for Albyn Housing Society to collect fees from anyone other than Albyn tenants. Albyn Enterprises Ltd can only collect fees from owners factored by them.			
1380	Stage 2	Albyn Enterprises Ltd	Service Charges	The complainant is concerned that their service charge cost has increased four-fold in a very short space of time. In order to reduce the costs down to something they can afford, the complainant proposed that the gritting and snow clearing costs should be removed from the service charge. They suggested that in the long term the Council should be doing this (as part of the Council Tax payment), while in the short term the tenants and owners themselves could keep their areas clear.	Partial	The service charge reflects the true cost of the service provided. This is an action to be taken rather than lessons learned. The Albyn Enterprises Ltd (AEL) factoring team will be seeking further views from owners and Albyn Housing on options for the future in areas where a full gritting service is currently provided. The area is not adopted by the Highland Council and therefore will not be taken up by them.	The AEL factoring team held a meeting with Customer Services to determine action. Albyn Housing Society (AHS) is to consult with tenants regarding the reduction of a full gritting service to the provision of grit bins only. Following the result of this AEL will consult with home owners on the same basis.	AEL met with AHS 30/11/16. AHS consultation timing to be provided by AHS. AEL consultation will follow.	AEL Factoring / AHS Customer Services

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1383	Stage 1	Albyn Enterprises Ltd	Service Charges	The customer was unhappy at the recent bill received increasing their monthly factoring fee from around £20 per month to £56 per month. They believed they were seeing very little difference for this increase and had queried the landscaping fee and the external painting fee. They were also unhappy with the recent bin store extension. The customer stated that they have spoken with other residents and they are unhappy that some people are paying £56 per month when others are only paying £10 per month.	No	The customer's monthly service charge was originally increased in April 2015 to reflect the true cost of services provided at the development. Unfortunately, a monthly payment was not set up by the customer which has resulted in a large bill payable for the year. Customers are provided with information on how service charges are set.			
1384	Stage 1	Asset Management & Investment	Communication	A tenant's son called after a visit from Albyn staff to his father's home to look at a leak. During that visit his father was asked if he would consider downsizing. His father's wife had passed away the previous week. Both father and son were very upset at this comment / question.	Yes	There are no lessons to learn or service improvements as this was due to an unfortunate set of circumstances.			
1385	Stage 1	Asset Management & Investment	Contractor	The tenant called and advised that a contractor had been in to carry out a fixed electrical check. They were very disappointed with the contractor as they did not wear foot covers, they had stood in their bath and left dirty marks, they had stood in the litter tray and it was everywhere. The tenant also raised concerns that all plugs had been removed and none plugged back in, even the fridge/freezer. They were concerned that others may not notice or may be unable to plug everything back in.	Yes	This has been our first formal complaint with regards the Fixed Electrical contract 2016/17. The contractor has taken the complaint very seriously and has removed the responsible party from the Society's contract.	Reinforcement of the required behaviour of a contractor whilst in a tenant's home. The contractor was advised and the particular operative was removed from the contract.	Immediate	Asset Management Officer

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1379	Stage 1	Customer Services South	Timescales	The tenant noted that for the past year they had been trying to get their hall heater fixed but this had still not happened. Each person that comes out to look at it, passes it on to someone else, they felt. They currently have to keep the heater on to alleviate dampness in the house at a high monthly cost.	Partial	The contractor needs the customer to contact them in order to resolve and fix the heater. The customer has not done so to date despite numerous calls and messages. A letter was sent to the customer asking them to contact the contractor direct. A works order will be raised once arrangements have been made with the customer to carry out the work.			