

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 JANUARY TO 31 MARCH 2016

“As I am a fairly recent Albyn House tenant (almost three years), I can’t thank/praise Albyn Housing enough for all the help I have received ie. new heating system. Keep up the good work.”

“Thank you for our Albyn calendars. They are brilliant, really colourful, and have caught the Highlands beautifully.”

“Thank you to Sandra Connolly for all your assistance with my recent housing application. Sandra was very professional in all her dealings with me and my family. Despite the many difficulties she encountered along the way, Sandra went above and beyond to ensure that my application was updated to reflect my true status on the waiting list. This resulted in me securing a home for me and my son. I’m absolutely delighted with my new home.”

How many complaints have we had?

20 complaints were received between 1 January and 31 March 2016.

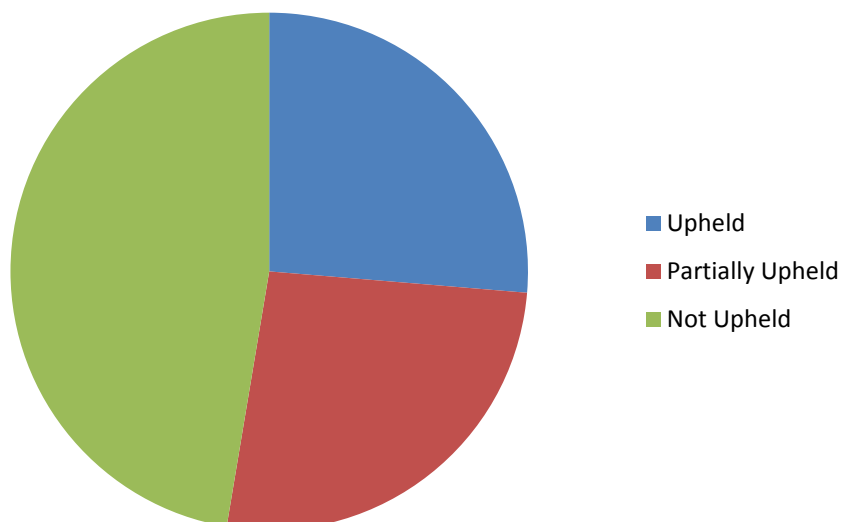
Stage 1 complaints

16 of these complaints fell within the first stage of the complaints process (frontline resolution). All 16 complaints were dealt with before the end of the period. Of the 16 closed complaints, 13 were resolved within the timeframe. 1 complaint was equality-related. Of the 16 closed, 5 were fully upheld, 4 were partially upheld and 7 were not upheld.

Stage 2 complaints

4 complaints were dealt with as Stage 2 of the complaints process because they required detailed investigation. 3 of the complaints were closed within the timeframe allowed. 1 remains open. None of the complaints received was equality-related. 1 complaint was partially upheld and 2 were not upheld.

All complaints this period



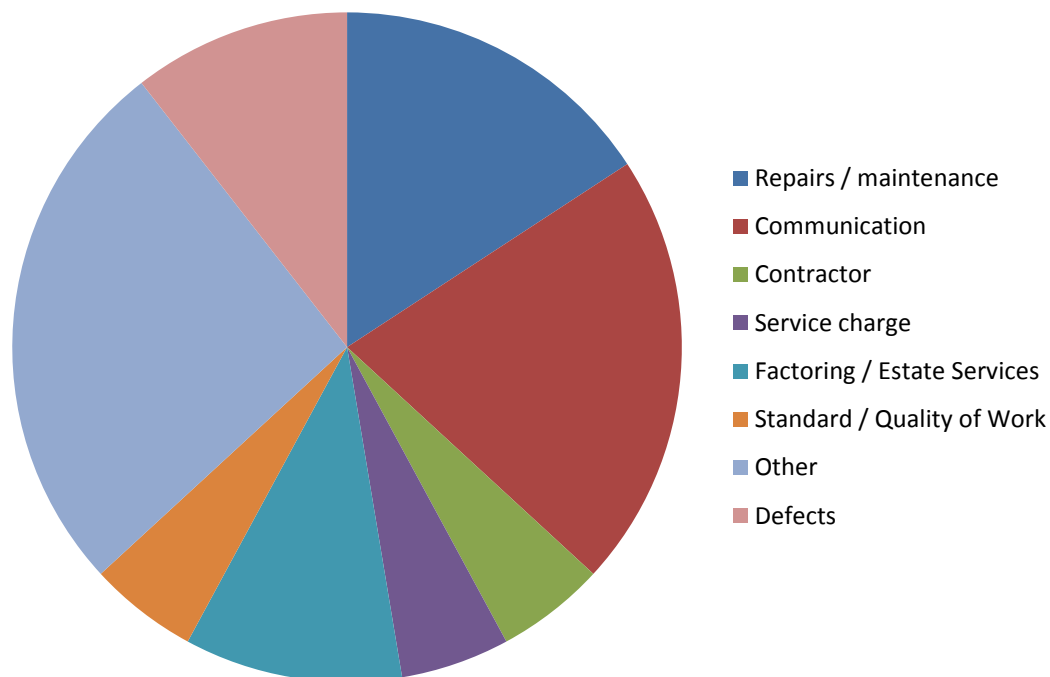
How were these complaints received?

The complaints were received in the following ways:

- By email: 14
- By phone: 4
- By letter: 1

Reasons for complaints

Chart for this period

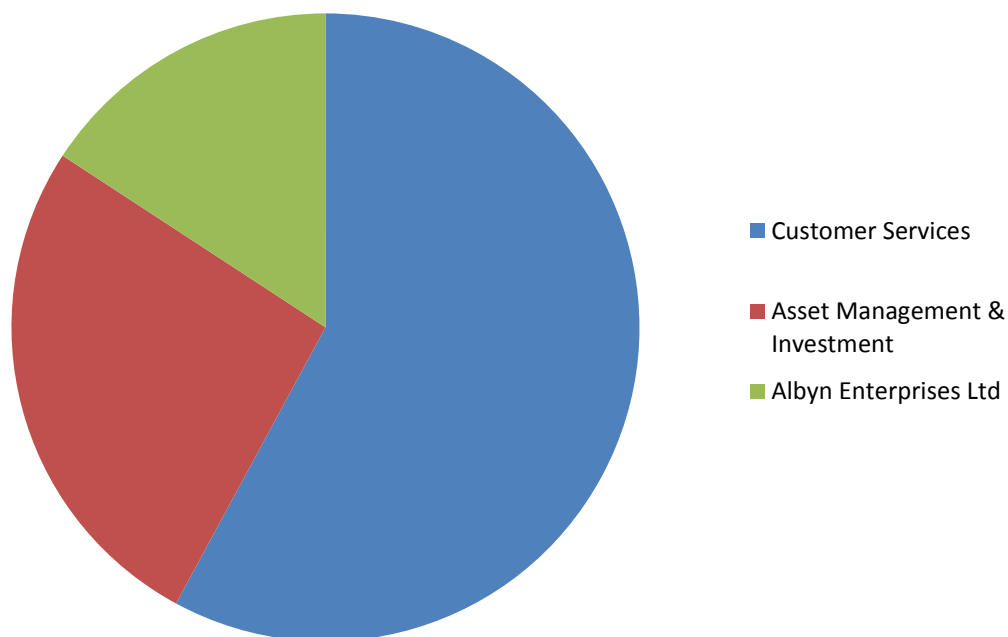


Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	3	10
Communication	4	9
Staff (including attitude of staff)	0	10
Rent	0	4
Contractor	1	5
Allocation	0	1
Estate services management	0	1
Service charge	1	6
Energy Efficiency	0	1
Factoring / Estate Services	2	10
Planned Works	0	1
Standard / Quality of Work	1	4
Timescales	0	1
Other	5	13
Defects	2	2
TOTAL	19	78

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	11	45
Asset Management & Investment	5	16
Albyn Enterprises Ltd	3	15
Finance & Corporate	0	0
Multiple departments	0	2
TOTAL	19	79

Location of complaints

Location (<i>specified if more than 1 complaint received</i>)	Total this period	Total for current financial year
Inverness	7	11
Invergordon	0	9
Strathpeffer	0	2
Tain	2	4
Aviemore	2	8
Nairn	0	2
Beaully	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****APPENDIX****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
1334	Stage 1	Customer Services South	Repairs / maintenance	Complaint that the electrics kept tripping and bulbs blowing in the house, as well as ventilation fans coming on at odd hours. The tenant has been in contact since January and had been told a plumber or electrician would be out, but still no-one has been to look at the problem.	Yes	May look to review the defect process and communication with the defect contractors.	Customer Services Manager and Asset Management Manager to meet to look at how Customer Services and Assets work together to handle repairs during the defects period	Meeting on 26 th May 2016	Customer Services and Asset Management & Investment Managers
1331	Stage 1	Customer Services North	Repairs / maintenance	There is an ongoing issue of mould in bathroom and bedrooms. The complainant has had a monitor gadget to check level of mould and last year roofers advised they needed a new roof. The tenant is unhappy as they think no-one has been in contact since Christmas.	Partial	Tenant had not made contact despite the Society making a number of attempts - it was therefore assumed the damp was no longer a problem. It may be useful to send a letter in these instances advising that if no contact it will be assumed the issue is resolved.	Officers have been advised of the requirement to write to the tenant when the inspection request is going to be closed.	15 April 2016	Customer Services Manager (North)
1336	Stage 2	Customer Services South	Repairs / maintenance	The complainant believed that their fence was the responsibility of Albyn to repair, as Albyn had repaired it in the past.	No	After investigation it was clear that the fence had been accidentally maintained by Albyn when in fact it was the tenant's responsibility to do so. We will ensure that staff are fully aware which fences are our responsibility and which are not.			
1335	Stage 1	Albyn Enterprises Ltd	Factoring Issues	The complaint was about the grounds maintenance contractor. The tenant had requested that the contractor move a bucket which was restricting their access. The contractor's attitude towards them was poor; he was rude and threw the bucket.	Yes	We will ensure that the grounds maintenance contractor is delivering the level of service expected to customers whilst on site.	The Factoring team will address the complaint received with the contractor and log it in the contractor report	April 2016	Factoring team

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1330	Stage 2	Customer Services North	Service charge	That they have been chased through the court for payment of service charges when in fact they had paid the charge, except for an increase which was subsequently applied. The complainants believed that they have been forced to pay money that they did not in fact owe and have found it impossible to speak to anyone at Albyn about this.	Partial	Care needs to be taken when taking Allpay payments to ensure that the money is paid into the correct account. Because this was a service charge issue, the money was paid into the AEL account when it should have been paid into an AHS account as it was an historical debt.	The relevant staff have been advised of the need clarify whether an Allpay payment is AHS or AEL.	15 April 2016	Customer Services Manager (North)
1348	Stage 1	Customer Services South	AEL related Factoring / Estate Services	The complainants contacted Albyn some time ago concerning a very bad smell from the drains. At the time Albyn said the smell was caused by cleaning products used by the complainants' staff and refused to fund any changes. Very recently there was an issue where raw sewage spewed from the drains and they feel that the drainage on the site is the reason for the smell and not cleaning products. They feel they have to raise this as a complaint as they have exhausted the normal channels.	Partial	It was agreed that further investigations will be carried out on a joint visit, when the smell next occurs.	No service improvement identified but recognition that it is sometimes difficult to identify the cause of issues such as this.	15 th April 2016	Customer Services Manager (South)
1329	Stage 1	Albyn Enterprises Ltd	Communication	The complainant recently submitted an application for a mid-market property. They were told they do not meet the criteria due to their employment situation. The complainant was very disappointed as it does not state this anywhere on the form and had they known they would not have made the application.	No	The customer was advised that their application would be processed once 6 months' continuous employment had been confirmed.			
1343	Stage 1	Customer Services North	Communication	Not happy with (1) the customer service being offered by the company and Albyn Housing Society management procedures when dealing with emergency repairs and the lack of authority being given to make sure it is classed as an emergency repair.	Partial	There could be improved communication between Albyn's Out of Hours service and contractors when there is a long standing issue with a maintenance issue.	The out of hours repairs service providers have been advised of the requirement for their staff to make decisions on emergency repairs.	March 2016	Customer Services Manager (North)

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
				(2) That the partner had to cancel a day's work to wait for a technician after being told he would return and Albyn saying the company would call when they did not.			They recently had a new intake of staff who required training. This has now been addressed.		
1342	Stage 1	Asset Management & Investment	Communication	The complainant received the final letter for the gas boiler service, confirming that forced entry would be used. The complainant was upset at the tone of the letter as personal circumstances meant that they had not contacted Albyn about the appointment. They felt that the letter would be very upsetting to someone with mental health issues.	No	The tenant wanted to make their feelings known and have them recorded.			
1347	Stage 1	Albyn Enterprises Ltd	Communication	The complainant applied for the Help to Buy Affordable scheme and was rejected as their income fell below the scheme rules. The complainant was not happy they had been rejected and wanted to know further information as to the reasons why.	No	Easier to respond to customer as process was followed.			
1337	Stage 1	Customer Services North	Anti-social behaviour	That their issues about anti-social behaviour are not being addressed properly. They also complained about staff taking too long to answer their emails.	Partial	It was not possible to discuss this with the complainant as they had specifically indicated that they wanted all contact to be in writing. There are no lessons learned or service improvements associated with this complaint.	There are no lessons learned or service improvements associated with this complaint.		
1338	Stage 1	Asset Management & Investment	Standard / quality of work	The owner / occupier had no heating or hot water and discovered the fault was due to a power cable from the outside isolation unit to the boiler which was faulty. It had a dead short throughout the wire. The wire did not have metal shielding on it.	No	Ensuring LIFT purchasers are aware of their responsibilities as home owners.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1346	Stage 1	Customer Services North	Defects	Tenant has had ongoing concerns into water coming into their property. Staff have tried several works to this property to resolve the issues, to no avail.	Yes	This problem is a latent defect and been ongoing for some time now. Collaborative working is required and ensuring we follow things through to the satisfaction of the tenant.	Discussions on improving attention to reported latent defects.	Ongoing	Customer Services Manager (North) / Asset Management & Investment Manager
1340	Stage 1	Asset Management & Investment	Defects	The owner occupier suffered a burst water tank in their property which caused extensive damage. This was reported to Albyn who advised them that as an owner / occupier the property was out of defects and they would need to pursue the warranty herself. This has proved unsuccessful.	No	It is the owner's responsibility to pursue warranties outside of the defects period.	Albyn Housing Society to ensure that products are registered to validate warranty.	March 2016 - Included in project check list	Customer Services Manager (North)
1344	Stage 1	Customer Services North	Contractor	The tenant took a day off work to wait for a contractor but was called to say they were unable to come due to a large amount of emergencies. The tenant feels that it has taken them months rather than weeks to sort the heating issue. There have been around 6 visits since the initial problem in December.	No	The issue was with the contractor and the tenant. The contractor should probably have advised Albyn regularly of the problems that were being incurred.			
1333	Stage 1	Asset Management & Investment	Other	The tenant is unhappy about a letter and reimbursement they received following a biomass failure. They have ongoing heating problems. They are unhappy with the heating system and the heating contractors.	Yes	Keep communication open and realise the value of face to face meetings.	New operation contract underway	1 April 2016	Asset Management & Investment Manager & Officer

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Implemented	Actioned By
1339	Stage 1	Asset Management & Investment	Other	The tenant went to a service point to buy credit for their biomass heating. The computer at the service point was down and they were unable to contact Dingwall to take payment. The tenant was concerned as their credit was low and it was a Friday. A work colleague was eventually able to purchase credit for them but they were very upset that Albyn could not do anything and that emergency credit is only £5.	Yes	We are aware that there are issues with the service point and opening hours.	Albyn is installing new payment meters in all properties which will allow tenants/owners other payment options.	Project date May 2016	Asset Management & Investment Officer
1345	Stage 1	Customer Services North	Other	The complainant lives near one of Albyn's tenants. The complainant lets their home to private tenants and has complained that one of Albyn's tenants keeps approaching their private let tenants about matters which should be passed to the landlord.	No	Albyn cannot investigate complaints received second hand. The complainant has been asked to ensure that their tenants contact us directly if there are any further issues. The complainant has also been in direct contact with Albyn's tenant and it is hoped that this direct communication will continue in future.			
1332	Stage 2	Customer Services North	Other	The tenant complained that they have not been assessed for an over bath shower which they believe is required due to health problems. The tenant has been advised that the Society has followed its process and that the delay lies with the Occupational Therapy department. The tenant has tried to contact them direct regarding the assessment but states that staff were rude and unhelpful. The tenant does not feel that AHS is taking them seriously and does not accept that there is nothing further we can do to reduce the waiting time for an assessment to be carried out.	No	There are no lessons learned or service improvements to be gained from this complaint.			