

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 JANUARY TO 31 MARCH 2017

“I would just like to thank Albyn Housing for all the help we get. Nothing seems too much bother and they always try and resolve issues quickly. The staff are most helpful on any subject that may come up. It takes the stress off trying to do it on our own. It’s just a pity that some people do not realise how lucky they are to have a roof over their heads and expect everything done for them. Once again thanks for all the staff do.”

“Thank you and the contractors for attending to a leak and completing repairs within two hours.”

“The chap who painted the bathroom ceiling was very nice, I can’t fault him. The extract fan is working perfectly now in the bathroom – the electrician was very good.”

How many complaints have we had?

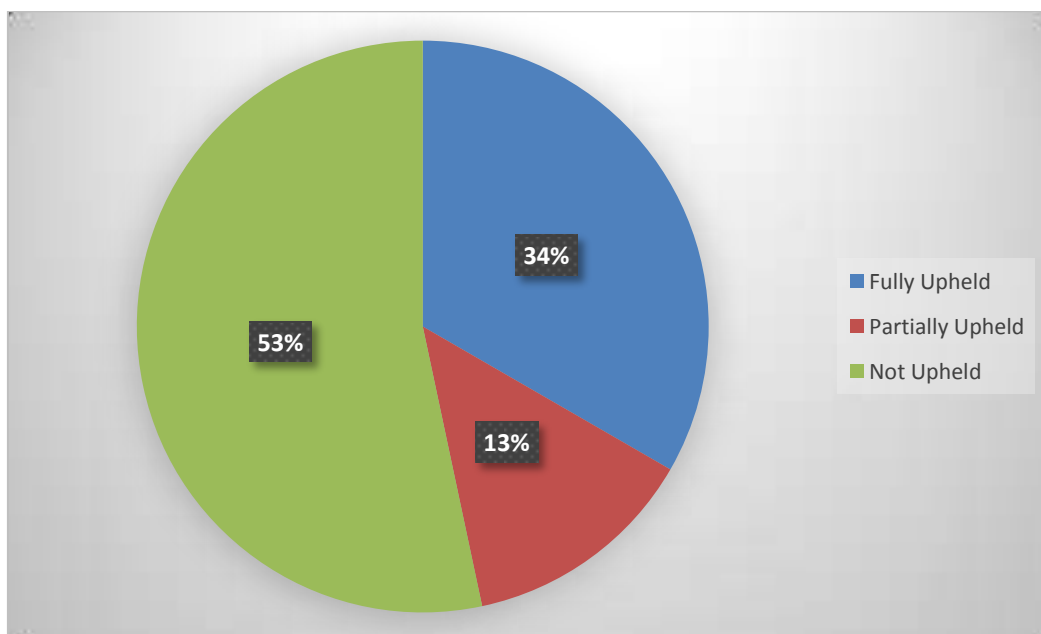
17 complaints were received between 1 January and 31 March 2017.

Stage 1 complaints

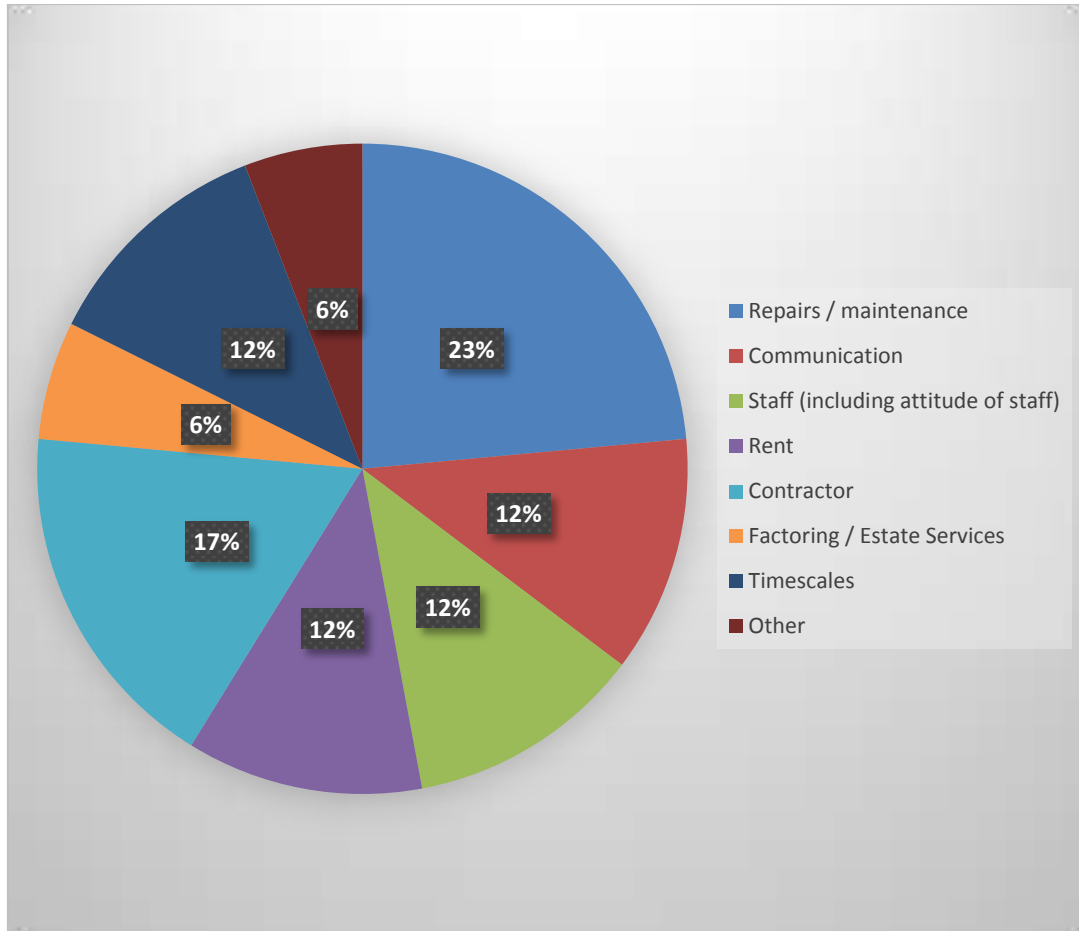
14 of these complaints fell within the first stage of the complaints process (frontline resolution). 13 of the complaints were dealt with before the end of the period. Of the 13 closed complaints, 9 were resolved within the timeframe. 2 complaints were equality-related. Of the 13 closed, 4 were fully upheld, 2 were partially upheld and 7 were not upheld.

Stage 2 complaints

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



Reasons for complaints



Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	4	13
Communication	2	5
Staff (including attitude of staff)	2	2
Rent	2	4
Contractor	3	7
Allocation	0	1
Estate services management	0	0
Service charge	0	3
Energy Efficiency	0	0
Factoring / Estate Services	1	3
Planned Works	0	1
Standard / Quality of Work	0	1
Timescales	2	4
Defects	0	1
Follow Up Works	0	1
Voids	0	1
Other	1	4
TOTAL	17	51

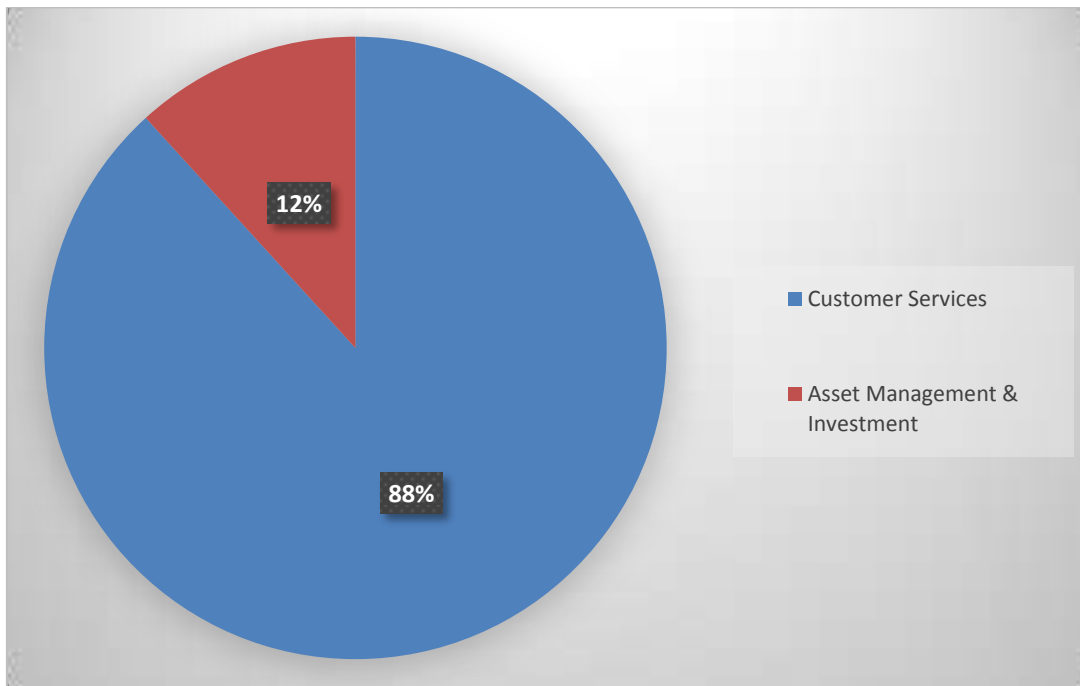
How were these complaints received?

The complaints were received in the following ways:

- By email: 8
- By phone: 5
- By letter: 4
- 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	15	38
Asset Management & Investment	2	8
Albyn Enterprises Ltd	0	5
Finance & Corporate	0	0
Multiple departments	0	0
TOTAL	17	51

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
1388	Stage 1	Customer Services North	Timescales	Complaint was regarding a report of no heating and hot water which was made on Christmas Day. The complaint is about how long it took to organise the works. The tenant is unhappy of the level of service provided by Albyn.	Yes	We require to establish why the contractor was not available, hence the delay in the repair.	The call centre was not aware that the contractor they tried to contact was not available over the Christmas holiday period as the contractor had not advised us of this. Measures will need to be taken each year to ensure that we are aware of all contractors who are not going to be available over the festive holiday period.	To be actioned in Dec 2017	Customer Services Managers
1391	Stage 1	Customer Services South	Timescales	Tenant said that that they have been in contact several times regarding someone parking badly, causing parking restrictions for others. There was apparently mention of the parking bays being white lined but the tenant has had no further contact / update since then.	Yes	As there was a delay getting a second quote for the line marking, we should have gone back to the customer and kept them informed.	Staff to ensure that customers are kept informed of delays in work being progressed.	25/01/17	Housing Services Officer
1394	Stage 1	Customer Services South	Repairs / maintenance	Terrible workmanship / customer service of contractor.	Yes	Improved communication by contractor with tenant is required when a delay to an arranged appointment is going to happen.	Improved communication was picked up as part of the contract. A note has been taken of the type of boiler which will not be installed again.	02/03/17	Housing Services Officer
1390	Stage 2	Customer Services North	Repairs / maintenance	Tenant reported a problem with their heating system. The radiators in the bedrooms were not heating up sufficiently. As the loss of heating was only partial, the tenant was informed that this could not be dealt with as an emergency. The tenant was unhappy about this.	No	Letter sent to tenant to explain what repairs are classed as an emergency and why this case did not qualify.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1396	Stage 1	Customer Services South	Repairs / maintenance	The tenant was concerned that repairs to their home were being delayed until they had built up credit to pay for them, due to problems with their account in the past.	No	The repairs in question are cosmetic only, so delaying carrying them out does not pose a health and safety issue.			
1393	Stage 1	Customer Services South	Repairs / maintenance	Tenant's property was inspected due to issue with condensation. Tenant does not agree with the feedback from that inspection.	No	Repairs were done to address damp but the customer remained unhappy. We did not uphold the complaint as we were unaware that the fix hadn't worked. We have resolved the matter by agreeing another inspection of the property.			
1389	Stage 2	Customer Services South	Contractor	Complaint that the contractor had been called out to repair ongoing problems with the tenant's boiler more than six times since October and the problem has still not been rectified. The tenant has had to take time off work to be at home for visits. They have had enough of the inconvenience and cannot understand why the boiler has still not been fixed.	Yes	The contractor should have picked up other issues with the boiler at the first visit to streamline the number of visits required.	Request to be passed to contractor to streamline the number of diagnostic visits necessary, where possible, in order that any potential under-floor leaks can be identified at an earlier stage.	09/02/17	Housing Services Officer
1400	Stage 1	Customer Services South	Contractor	Tenant was concerned that someone had attended to repair their fans, but little work was carried out and the contractor had never returned.	Partial	The contractor should have reported follow up work directly to Albyn to ensure that the loop is closed.	The contractors have been requested to report back to Albyn staff about details such as defects requiring further work. They have been asked not to add notes of this nature at the bottom of their invoices to AHS.	22/03/17	Housing Services Officer
1403	Stage 1	Asset Management & Investment	Communication	The complaint related to the tone of a letter regarding access for chimney cleaning. The noise of a recently installed fan keeps the tenant awake at night.	Yes	Our initial letter for access for chimney cleaning will be modified. The way it is currently written is inappropriate for an initial request for access.	Standard letter has been modified for future use. Override switch has been instructed for fan.	30/03/17	AM&I Manager

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1404	Stage 1	Asset Management & Investment	Communication	Client phoned to complain about the location of a bin store at a new development as the store is located adjacent to their property. They had not had the chance to comment on the proposed location through the planning process. Albyn, as their landlord, should have explained what was going to happen since they have been directly impacted.	Partial	Undertook to ensure we communicate better with tenants over planning applications, albeit that the Council should have issued neighbour notification to the tenant.	Notifications do not go to owners of land. They go to the relevant neighbours living there. We are not always aware of planning applications which may affect our tenants. Where we know of an application we will appraise the impact on our tenants and advise them of the impact the development.	3/4/17	AM&I Manager
1395	Stage 1	Customer Services South	Staff (including attitude of staff)	Tenant received a home visit from a housing officer in relation to arrears and no payments for the last three months. The tenant did not believe the housing officer was sympathetic to their current circumstances.	No	This complaint could not be upheld as it is the case of one word against the other and no witnesses to the conversation. Customer was happy that the member of staff be spoken to, which has been done.			
1397	Stage 1	Customer Services North	Factoring / Estate Services (specify factor)	The tenant emailed regarding a bad smell in the communal stairwell. They noted that they had complained previously about this issue but the smell remained.	No	Staff visited the stairwell but could detect no smell. There was a list of the cleaning contractors attendance pinned to the wall at the entrance to the block. The tenant was not at home at time of visit so a card was left for them.			
1392	Stage 1	Customer Services South	Rent	A complaint about two issues: 1. A missing Universal Credit payment which Finance say they have not received. 2. The way in which their rent arrears are being dealt with.	No	Meeting arranged with tenant to discuss situation. Tenant did not attend. Letter sent to clarify situation.			
1398	Stage 1	Customer Services South	Rent	Due to the way Universal Credit works, it looked like this tenant's account was in arrears. The complaint related to this and the fact that the tenant was being asked to pay a debt not of their making.	No	The problem is due to how Universal Credit works. Albyn will continue to work with the Department of Works and Pensions to improve the process.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1399	Stage 1	Customer Services South	Other	The tenant was unhappy as after an appointment was arranged with the energy advisors they were late. As a result the tenant incurred a loss of earnings. This appointment had been arranged to assist the tenant with high heating costs and lack of hot water.	No	We apologised to the tenant on behalf of the advisors. You can only work with the heating system installed at their property and as Albyn has no control over the energy costs it is essential that tenants are fully informed of the most efficient way to use their system.			