

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 JULY TO 30 SEPTEMBER 2016

“Thank you for helping us find such a wonderful place to live....Having such a wonderful home and neighbours has made us all very grateful and happy.”

“I would like to thank you very much, for your time, commitment, efforts, and interaction and involving us with initial discussions and the process, about reaching a satisfactory outcome, to our initial concern with the driveway. The landscaping team were very polite, helpful and informative, and advised us on aftercare.” *(Following work to improve a driveway in poor condition.)*

“Just wanted to say thank you so much for helping us today. We had a problem with our drains and phoned Saturday morning and within a few hours a very pleasant and helpful gentleman came out and sorted it for us. We really appreciate your kindness and prompt attention.”

How many complaints have we had?

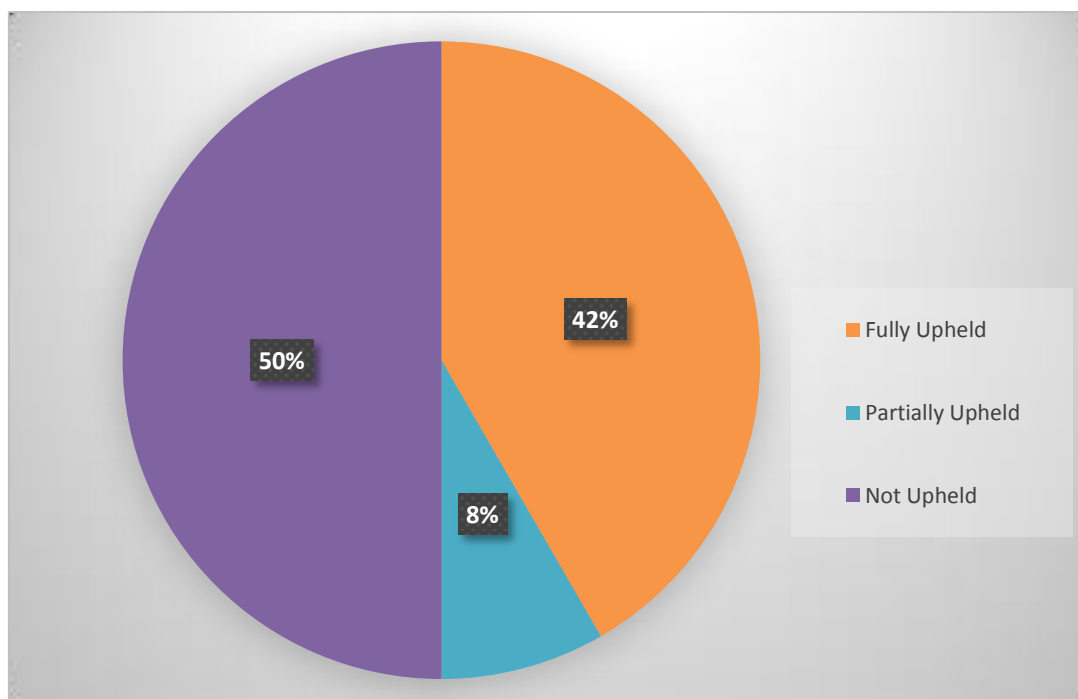
15 complaints were received between 1 July and 30 September 2016.

Stage 1 complaints

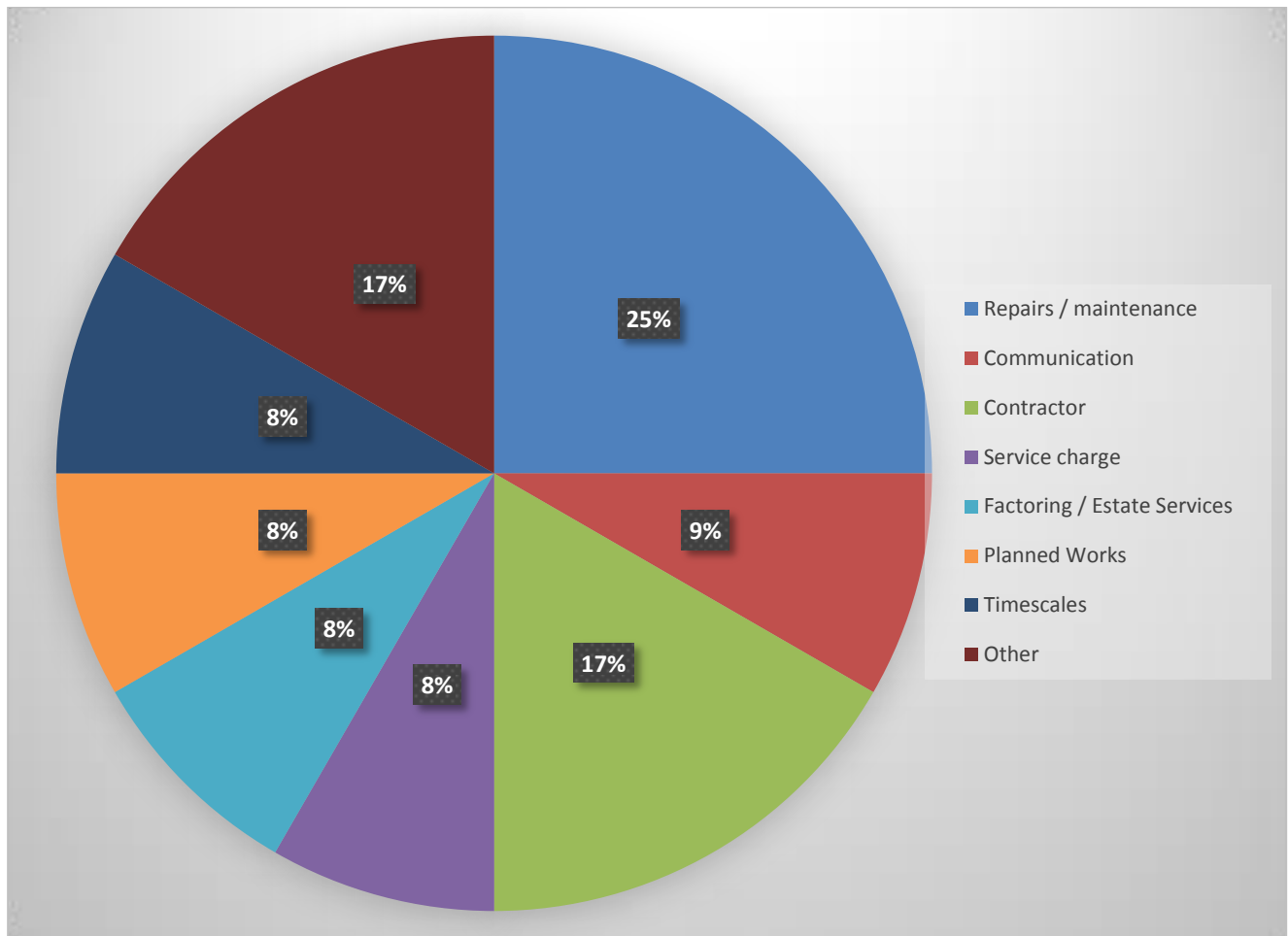
12 of these complaints fell within the first stage of the complaints process (frontline resolution). 11 of the complaints were dealt with before the end of the period. Of the 11 closed complaints, 8 were resolved within the timeframe. No complaints were equality-related. Of the 11 closed, 5 were fully upheld, 1 was partially upheld and 5 were not upheld.

Stage 2 complaints

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



Reasons for complaints



Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	3	5
Communication	1	2
Staff (including attitude of staff)	0	0
Rent	0	2
Contractor	2	3
Allocation	0	1
Estate services management	0	0
Service charge	1	1
Energy Efficiency	0	0
Factoring / Estate Services	1	1
Planned Works	1	1
Standard / Quality of Work	0	1
Timescales	1	1
Defects	0	1
Follow Up Works	0	1
Voids	0	1
Other	2	2
TOTAL	12	23

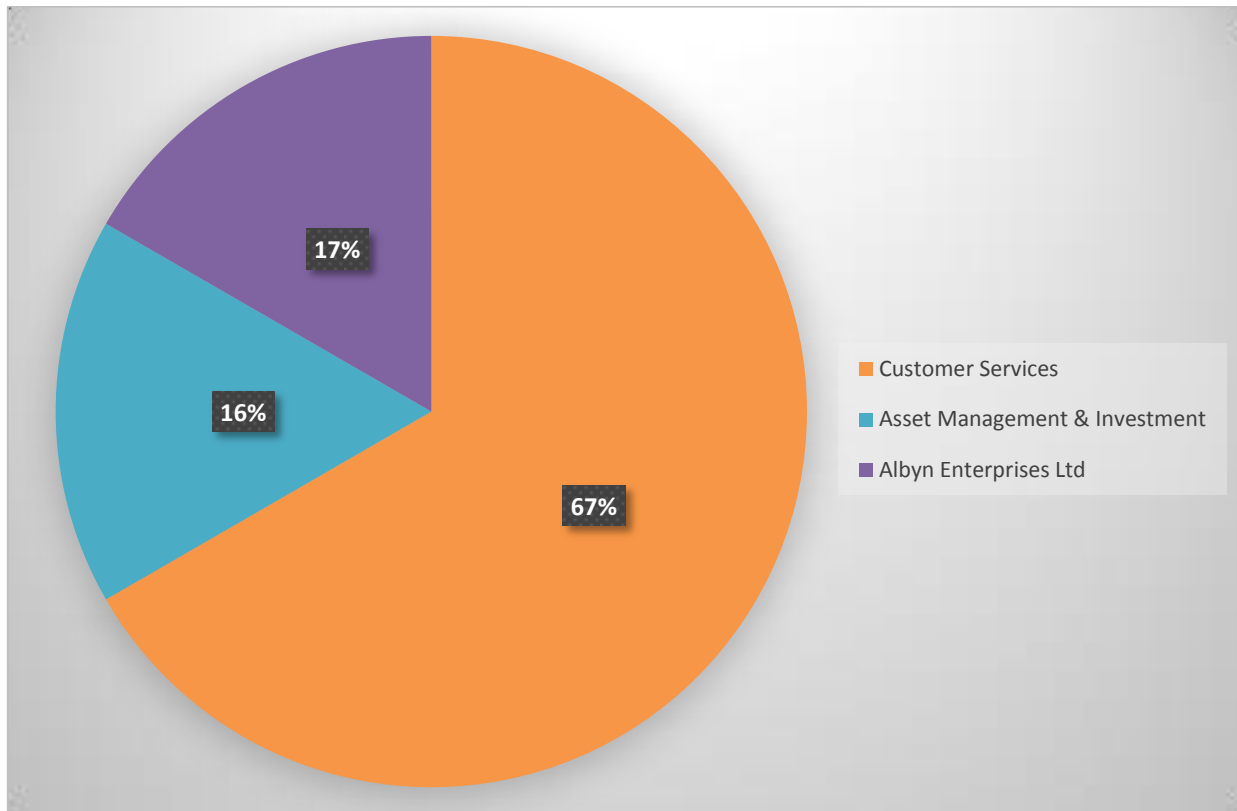
How were these complaints received?

The complaints were received in the following ways:

- By email: 8
- By phone: 2
- By letter: 2

Responsibility for complaints

The complaints related to work by the following departments:



Department	Total this period	Total for current financial year
Customer Services	8	18
Asset Management & Investment	2	3
Albyn Enterprises Ltd	2	2
Finance & Corporate	0	0
Multiple departments	0	0
TOTAL	12	23

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
1363	Stage 1	Customer Services North	Contractor	Tenant advocate was unhappy at level of service carried out by a heating contractor, after they had taken time off work and waited in for them.	Yes	Must ensure better communication with contractor and tenant when arranging appointments.	The contractor concerned has been advised that this needs to be done for future appointment on the contract. The remainder of the contract has seen no further issues.	22/07/16	Housing Services Officer / Customer Services Manager (North)
1367	Stage 1	Customer Services South	Other	Complaint is about the service from Albyn's out of hours provider and the fact that no contractor had been available when the tenant called to report a burst water pipe. The out of hours provider had stated that as this was an emergency they would get someone out that night. However, when the tenant called back they were told there were no contractors available that night and that someone would attend the next day. The tenant was dissatisfied that they did not receive an update from the out of hours provider and that a contractor was not available.	Yes	Review contractor list - feed back to project. Ensure out of hours provider responds to the complaint and addresses the issues raised.	The contractors list is currently being reviewed, with all contractors being asked to confirm their willingness to attend to out of hours repairs. Any areas where there is a lack of cover will then be addressed. It needs to be stressed that this is a relatively rare occurrence.	Ongoing	Customer Services Manager (North)
1372	Stage 1	Customer Services South	Repairs / maintenance	The tenant could not get through to the emergency repairs service and was on hold for 1 hour and 40 minutes.	Yes	We have asked the out of hours provider to investigate what happened. This would appear to be a technical glitch and a one off incident.	We have been unable to identify what caused this situation to occur. Other tenants were able to get through to the call centre at the same time, so the cause of this one-off situation remains a mystery. We will continue to monitor all calls.	Ongoing	Customer Services Manager (North)

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1362	Stage 1	Customer Services North	Repairs / maintenance	Complainant reported in December 2015 that trees were causing their garden wall to bulge and crack. The site was inspected on December 2015 and later in January 2016. There were problems with ownership of the trees and wall and the complainant was advised that Albyn was seeking legal advice. In April 2016 the complainant contacted Albyn again. The complaint reflects the length of time taken to resolve the problem.	Partial	A letter has been sent giving an update of progress. The complainant has been asked to contact the staff member for further updates. Any future issues with the wall and trees can now be dealt with more efficiently.	It unfortunately took a fair bit of time for ownership of the land and therefore the trees to be established. This was unavoidable but we have apologised for the delay. Any further queries regarding this area should be resolved straight away.	July 2016	Customer Services Manager (North)
1365	Stage 1	Customer Services North	Repairs / maintenance	A storage heater fell from the wall and landed on the complainant's young daughter. The tenant complained that they no longer felt safe in the property and they requested safety reports for their house. The customer has requested to be reallocated to another property.	No	The incident with the storage heater could not be anticipated. All safety checks were done to the property and repairs carried out. The electrical safety certificate was not on the system and had to be re-sent by contractor.	All Housing Services Assistants are aware of the requirement to ensure that the Electrical Test Certificate for void properties is placed on the electronic house file.	Ongoing	Customer Services Managers
1364	Stage 1	Customer Services North	Timescales	The complainant was unhappy that there appeared to be no record of their original call to report a wasps' nest. The complainant noted that they were allergic to wasps so this was an urgent issue.	No	The staff member was asked to arrange for the contractor to attend sooner than originally scheduled.	All job orders issued clearly indicate the timescale for completion of the job. If the tenant is unhappy with this, they can contact the office to ask for the job category to be changed. This will be done if it is appropriate to do so.		
1376	Stage 2	Customer Services CEO	Factoring / Estate Services	The tenant complained that a recognised residents' group refused to share its constitution with the complainant.	No	Albyn will review whether or not it is willing to agree to recognise a residents' group that will not share its constitution with Albyn customers who live in the same housing development or are otherwise legitimate stakeholders.		By end Dec 2016	Chief Operating Officer

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1368	Stage 1	Customer Services	Anti-social behaviour	<i>The complaint related to an anti-social behaviour issue, which is dealt with through Albyn's ASB Policy rather than the complaints process.</i>					
1375	Stage 1	Albyn Enterprises Ltd	Communication	Complaint regarding the amount of time taken to reach a decision regarding Albyn buying shared ownership property. Shared ownership (occupancy) agreement states 28 days.	Yes	The current process approved between AEL and AHS covers standard shared ownership occupancy agreement. This property was purchased under a shared equity agreement which states a 28 day decision period for Albyn.	AEL will conduct a review of the current process and ensure that both types of occupancy agreement are covered. Communication with owners needs to detail the time involved in the process. Each occupancy agreement will be checked for the 28 day clause and dealt with accordingly.	07/10/16	AEL Manager with wider team
1366	Stage 1	Albyn Enterprises Ltd	Service Charges	The complainant had recently received their service charge invoice which included a charge for external painting that was carried out in October 2015. As they had only purchased the property in July 2015 they felt that it was unfair that they had to pay the outstanding amount. They queried the difference between the invoice amount and the amount paid.	No	We are seeking guidance on dealing with cyclical funds when there is a change of ownership in the middle of the cycle.	Legal guidance stated that the new owner is liable. AEL to advise of planned works when asked by the purchasers' solicitors.	Ongoing	AEL team

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1369	Stage 1	Asset Management & Investment	Planned works	The complaint related to numerous changes being made to installation dates regarding new heating upgrade. The tenant reported that they were advised of an initial installation date, which was then changed several times. The tenant was unhappy with all the inconvenience caused by the constant changes to the programme. The tenant also reported that they had called the office four times and no-one had called back.	Yes	Where changes are required to programme dates, we need to ensure we minimise the disturbance to our tenants. Apologies were made for the disturbance caused and flowers were sent which gave a positive resolution. If a tenant cannot be contacted and no voice mail can be left, then a letter must be sent.	Where there are changes to dates Albyn will be informed by the contractor to ensure that we control the communication with the tenant and they are aware of any changes that occur.	Sept 2016	Information & Planned Maintenance Officer
1374	Stage 1	Asset Management & Investment	Contractor	A new Hydraulic Interchange Unit and prepayment meter was fitted to property at beginning of July. At the time there was some water leakage from the pipes during installation. The owner reported that water had been leaking from the hot water tank ever since and this had come through to the living room ceiling. They believed that the contractors must have knocked the immersion heater and damaged the seal during the works.	No	No works were undertaken on the hot water tank so the problem was not caused by the contractors. The seal has been tightened and the leakage has stopped.			