

# ALBYN HOUSING SOCIETY

## FEEDBACK FROM CUSTOMERS 1 OCTOBER TO 31 DECEMBER 2018

“I would like to say thank you to Albyn Housing for my super new kitchen installed in August (love it!) and for the new heating system installed just last week. I would also like to say thank you to both teams from Compass for all their hard work - two great teams with pleasant and respectful attitudes. So thank you Albyn and the teams from Compass - excellent job on both kitchen and heating - and very much appreciated.”

“I just wanted to let you know that 'Great Glen Stoves' from Beaulieu carried out the installation of a stove.... They had a team of two fitters on site who were very courteous and very efficient. They made such a good job of cleaning up when they left, you really wouldn't know they had been here. They took great care to ensure that the installation was as perfect as possible. We do thank you for having found a way to make this happen for us. ....It will make the difficult circumstances of my illness so much easier to cope with.”

### How many complaints have we had?

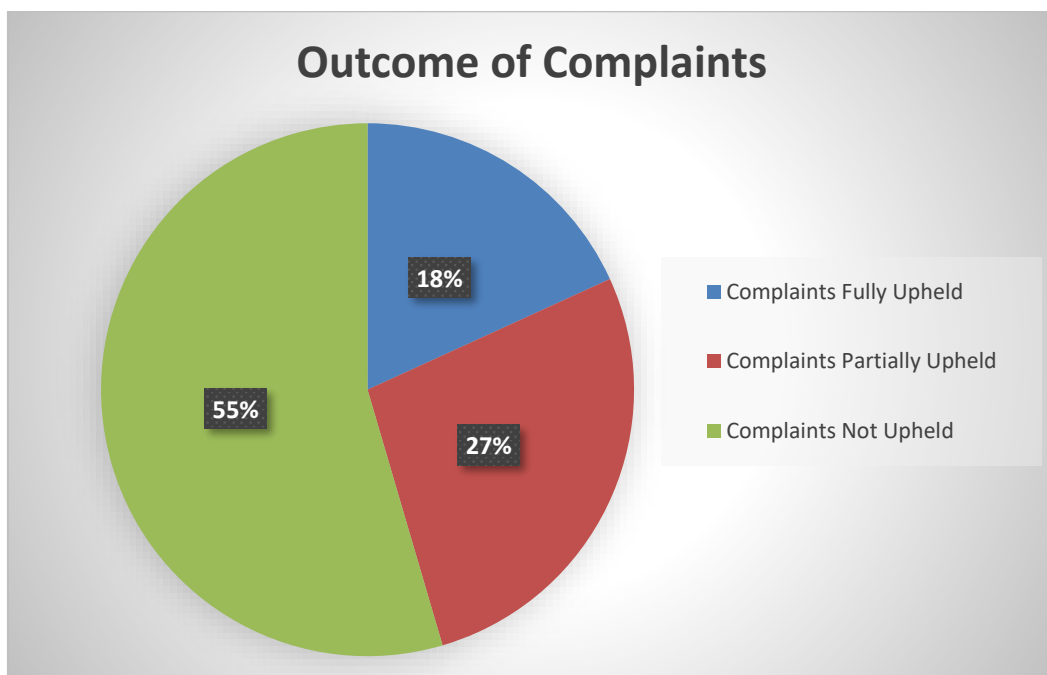
12 complaints were received between 1 October and 31 December 2018.

### Stage 1 complaints

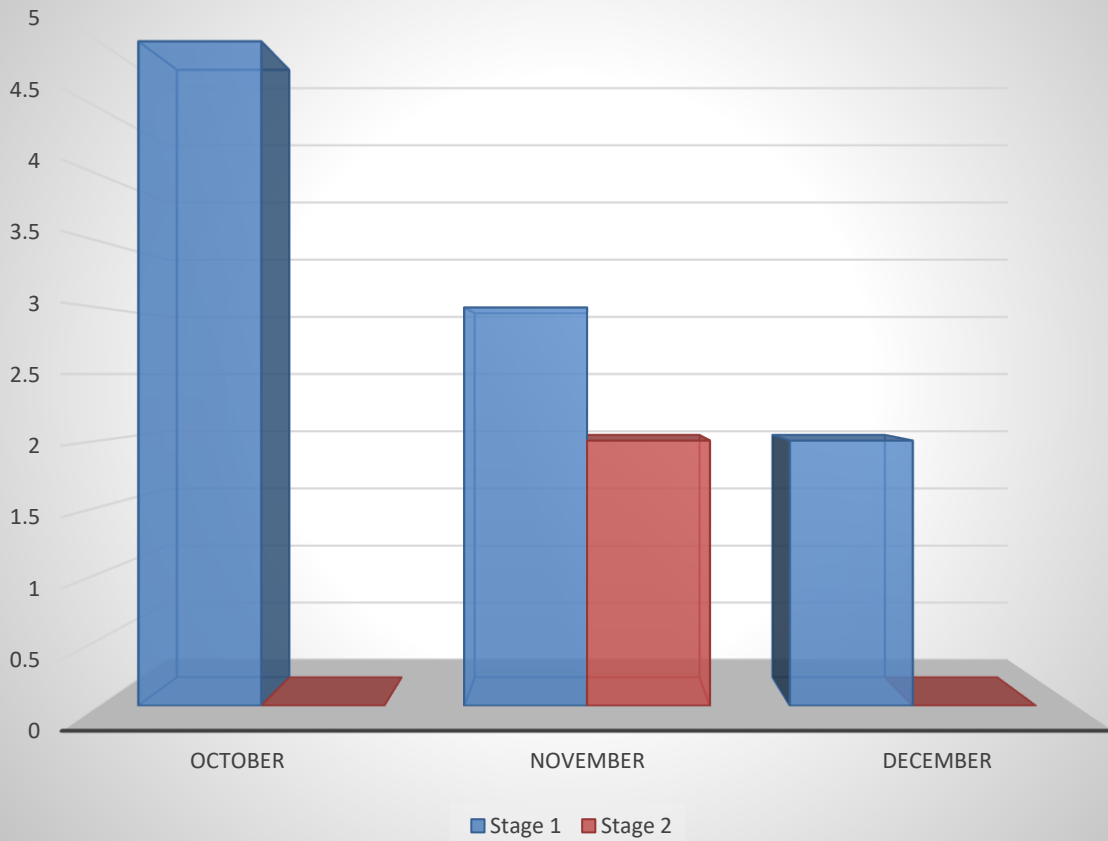
10 of these complaints fell within the first stage of the complaints process (frontline resolution). 9 were dealt with before the end of the period. 1 complaint remains open. Of the 9 closed complaints, all were resolved within the timeframe. 2 complaints were equality-related. Of the 9 closed, 2 were fully upheld, 2 were partially upheld and 5 were not upheld.

### Stage 2 complaints

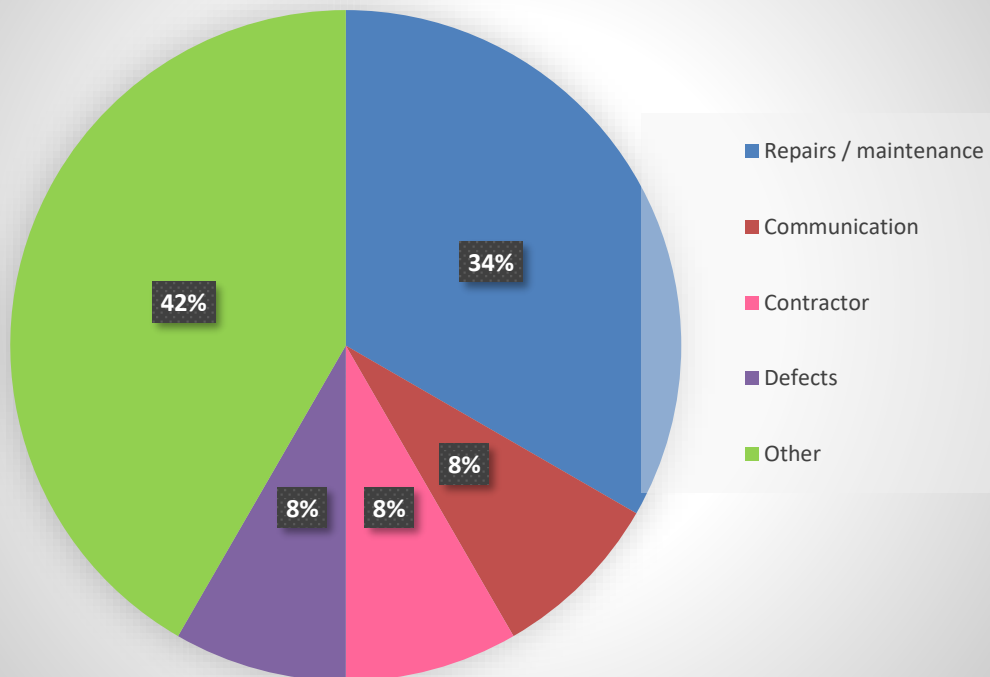
2 complaints were dealt with at Stage 2 of the complaints process because they required detailed investigation. 1 complaint was dealt with within the timeframe and the other was closed before the end of the period. No complaints were equality-related. None of the complaints was fully upheld; 1 was partially upheld; and 1 was not upheld.



## Number of Complaints Per Month



## Reasons for the Complaints



Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	4	21
Communication	1	10
Staff (including attitude of staff)	0	10
Rent	0	2
Contractor	1	4
Allocation	0	4
Estate services management	0	1
Service charge	0	1
Energy Efficiency	0	0
Factoring: Standard Issues	0	5
Factoring: Contractor	0	3
Planned Works	0	6
Standard / Quality of Work	0	3
Timescales	0	0
Defects	1	5
Follow Up Works	0	1
Voids	0	0
Other	5	7
<b>TOTAL</b>	<b>12</b>	<b>83</b>

#### How were these complaints received?

The complaints were received in the following ways:

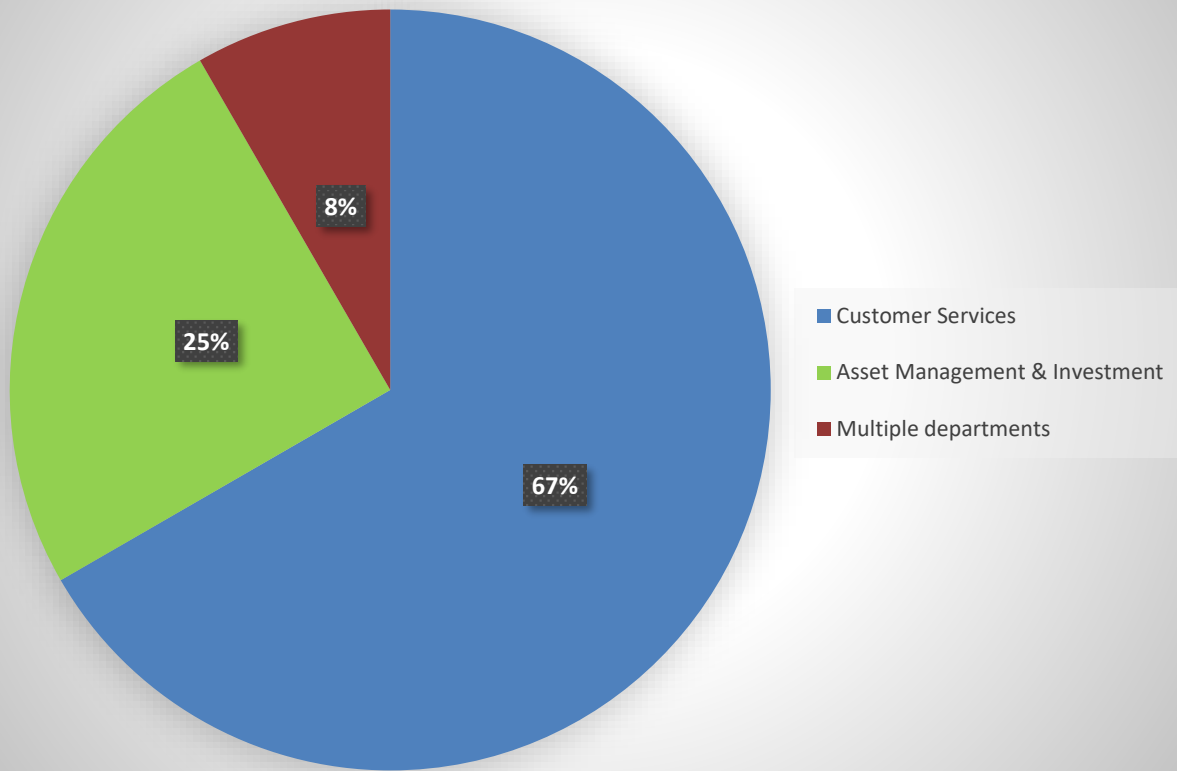
- By email: 6
- By phone: 2
- In person: 2
- By letter: 2
- By social media: 0

#### Responsibility for complaints

The complaints related to work by the following departments:

Department	Total this period	Total for current financial year
Customer Services	8	50
Asset Management & Investment	3	18
Highland Residential (Inverness) Ltd	0	11
Finance & Corporate Services	0	0
Albyn Enterprises Limited	0	1
Multiple departments	1	3
<b>TOTAL</b>	<b>12</b>	<b>83</b>

## Responsibility for Complaints



*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
1511	Stage 1	Asset Management & Investment	Contractor	A tenant complained about a contractor. The tenant had made themselves available for three different visits, but on each occasion either the contractor came at a different time to that agreed, or they made no attempt to properly contact the tenant, so all three appointments were missed.	Yes	The contractor apologised for the inconvenience caused to this tenant.	All engineers have been advised to use the door bell and knock on the door as well.	November 2018	Maintenance Specialist Officer
1509	Stage 1	Customer Services North	Repairs / maintenance	That a repair to a tenant's bath that was requested a month ago had not been progressed.	Yes	This was a genuine case of a repair being overlooked by the Officer involved.			
1508	Stage 1	Customer Services North	Repairs / maintenance	This related to fence posts between a private home owner and an Albyn property which the homeowner thought were rotten and required to be replaced. After two inspections, the fence was found to be safe and stable with no movement detected. A small area of deterioration was found at the base of the posts where they enter the ground, which is normal and posed no risk to the stability of the post or the fence. The homeowner was not satisfied with this outcome and made a complaint.	No	Two separate inspections were carried out, one by a qualified joiner, so the Society is content that no works are required.			
1515	Stage 1	Customer Services South	Repairs / maintenance	The tenant has complained about a key safe that has been put up on an external wall. The tenant believes that they, and other residents, should be given the code to access the keys within. The tenant was also concerned about the identity of the people who will have access to the code and subsequently into the flat block, putting their	No	The key safe installation is only to provide access to common areas and the risks have been mitigated by the Society.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
				security at risk. They asked how do emergency services get into the flat block and how are contractors vetted.					
1510	Stage 1	Asset Management & Investment	Communication	In relation to a heating upgrade a tenant's property. The tenant was not aware of the works taking place prior to being contacted by the contractors. They then had difficulty contacting the staff member concerned.	Partial	The staff member had tried to contact the tenant and had left a voice mail message. The tenant did not appear to have received either the letter or voice mail.	If an email address is available, then follow up voice messages with an email to the tenant.	November 2018	Asset Team Supervisor
1513	Stage 1	Customer Services South	Defects	A tenant was concerned that they had a gas leak, despite the issue having been checked by the Society. They had a report from another engineer about a leak.	Partial	Clear information is required in the Tenants Handbook that tenants must contact Transco if they smell gas.	Look into the use of copper and plastic fittings on gas meter boxes.	New Tenant Handbook launched. This is written but needs to be published on the new website. Then we will ensure staff are pointing customers in the direction of this information. Put a newsletter article in re gas and what to do if you smell gas.	To be completed by April 2019
1516	Stage 2	Multiple	Other	A tenant was locked out of their property following forced entry and subsequent lock change in order to carry out the annual gas inspection.	Partial	After investigation a number of recommendations have been made to ensure this situation does not happen again.	The process of installing key safes has been implemented and is proving to be effective. Findings and actions have been presented to operational managers. A cross department working group is to formalise the gas servicing and forced entry processes. Improvements will include the	January – March 2019	Multiple depts

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
							Customer Services team becoming involved earlier in the process. Identified improvements for tenant communication about gas servicing will also be implemented. A gas servicing policy will be written.		
1507	Stage 1	Asset Management & Investment	Other	The tenant raised an issue with the external painting contract. They were concerned that Albyn was planning to paint their windows in the autumn after what had been a very dry summer.	No	The contract was tendered in the spring with the hope it would start during the summer. The contractor also undertakes school works which have to be completed during summer holidays, therefore Albyn's contract could not start prior to this work being completed. Modern paint products can be applied at any time of year, as long as it is safe for the operatives to work.			
1512	Stage 2	Customer Services North	Other	There was concern that one of Albyn's properties had been abandoned and not been addressed by the Society.	No	After investigation the property was found not to have been abandoned. Properties that might have been abandoned will continue to be monitored, even after the tenant has confirmed occupation, if there is a need to do so.			
1514	Stage 1	Customer Services North	Other	The tenant asked for a number of adaptations to be made to their property. These requests had been raised in the past and had been the subject of a previous complaint which had not been upheld by the Ombudsman. Some of the most recent requests made have	No	This matter was investigated and the decisions made upheld.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
				been agreed, but some have not. The tenant has complained that previous adaptations were not carried out to the correct standard and believes that the rejected adaptations should also be implemented.					
1518	Stage 1	Customer Services South	Anti-social behaviour	ASB matters are not considered under the complaints process.	No				