

ALBYN HOUSING SOCIETY

FEEDBACK FROM CUSTOMERS 1 JANUARY TO 31 MARCH 2019

A tenant in Dornoch got in touch after a painter attended to apply specialist paint to address a mould problem. The tenant said they were very happy with the work and the prompt service.

A tenant told us: "I would like to say thank you as I have just had my last appointment with Phil from Pentland Energy today and he was amazing. He really helped me out and has sorted everything out."

Following an electrical safety check, a tenant on Harbour Road phoned in to thank the contractors for being: "So good and being so professional, an absolute pleasure, they did a great job."

How many complaints have we had?

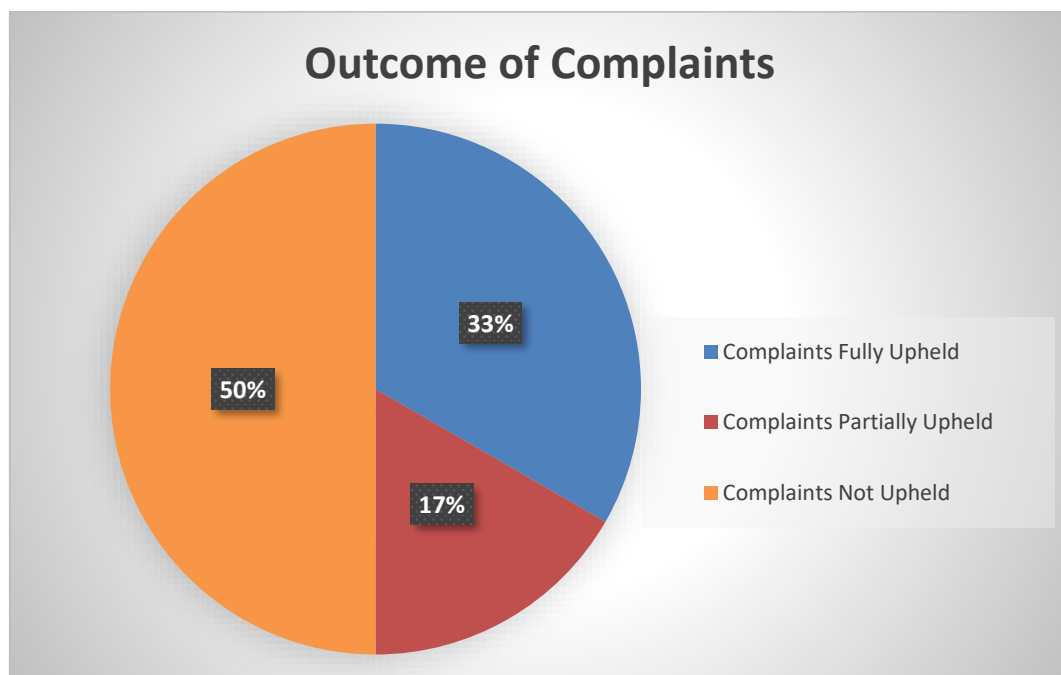
6 complaints were received between 1 January and 31 March 2019.

Stage 1 complaints

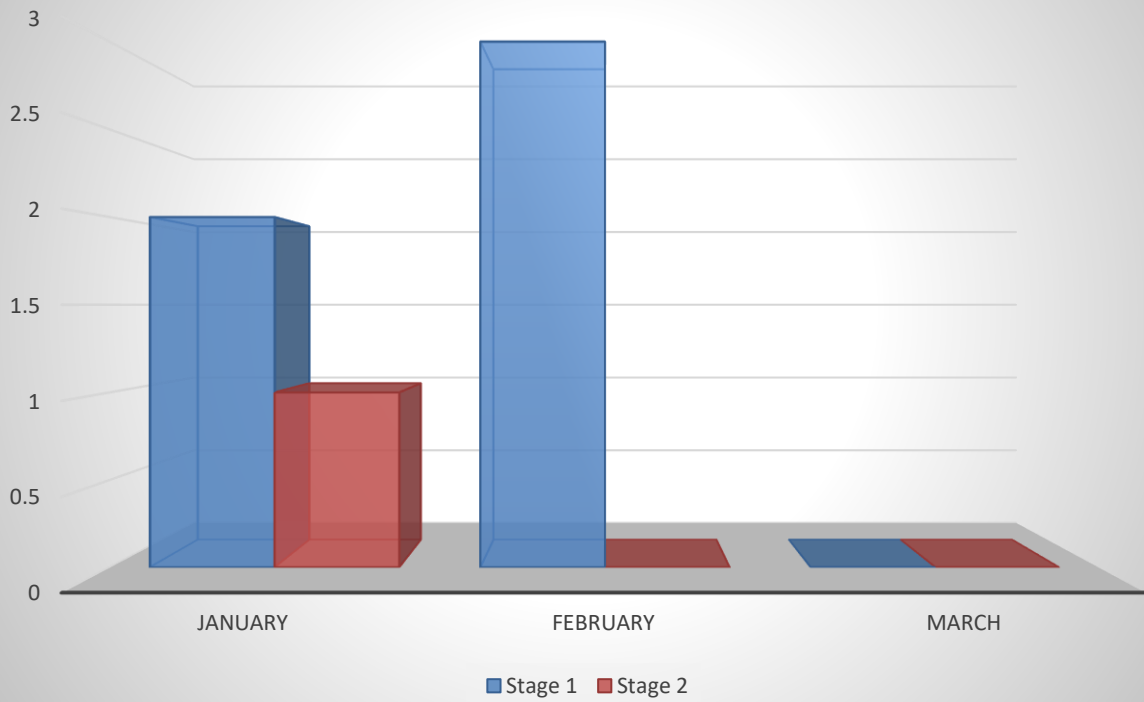
5 of these complaints fell within the first stage of the complaints process (frontline resolution). All 5 were dealt with before the end of the period. Of the 5 closed complaints, 4 were resolved within the timeframe. 1 complaint was equality-related. Of the 5 closed, 2 were fully upheld, 1 was partially upheld and 2 were not upheld.

Stage 2 complaints

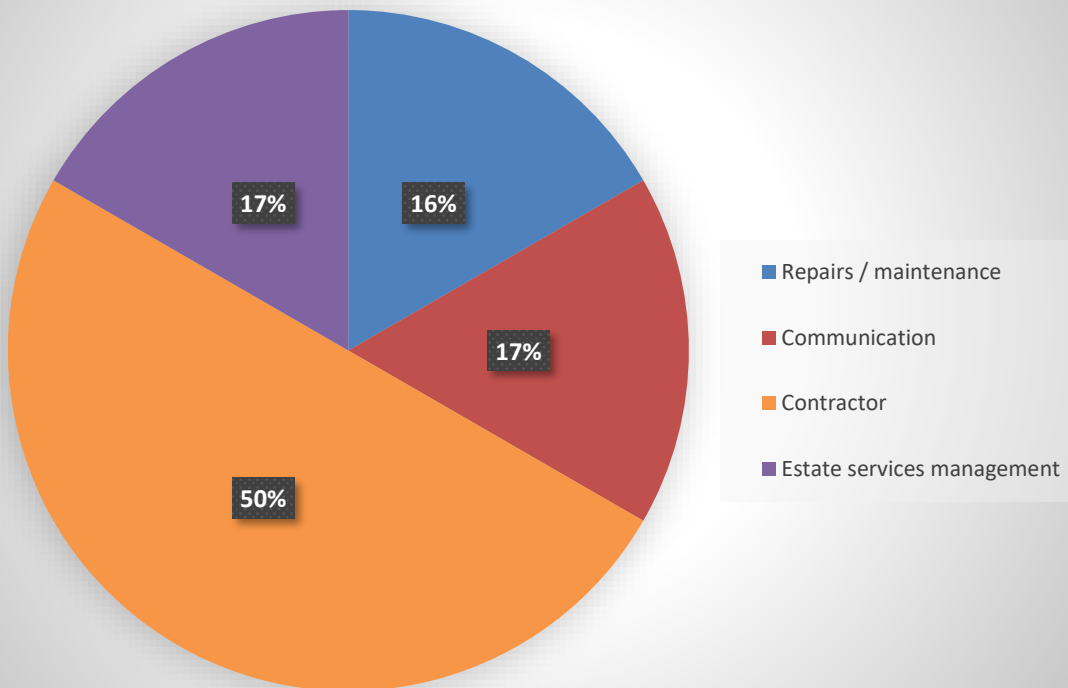
1 complaint was dealt with at Stage 2 of the complaints process because it required detailed investigation. The complaint was not dealt with within the timeframe but was closed before the end of the period. The complaint was equality-related. The complaint was not upheld.



Number of Complaints Per Month



Reasons for the Complaints



Reason for complaint	Total this period	Total for current financial year
Repairs / maintenance	1	22
Communication	1	11
Staff (including attitude of staff)	0	10
Rent	0	2
Contractor	3	7
Allocation	0	4
Estate services management	1	2
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	0	5
Follow Up Works	0	1
Voids	0	0
Other	0	7
TOTAL	6	89

How were these complaints received?

The complaints were received in the following ways:

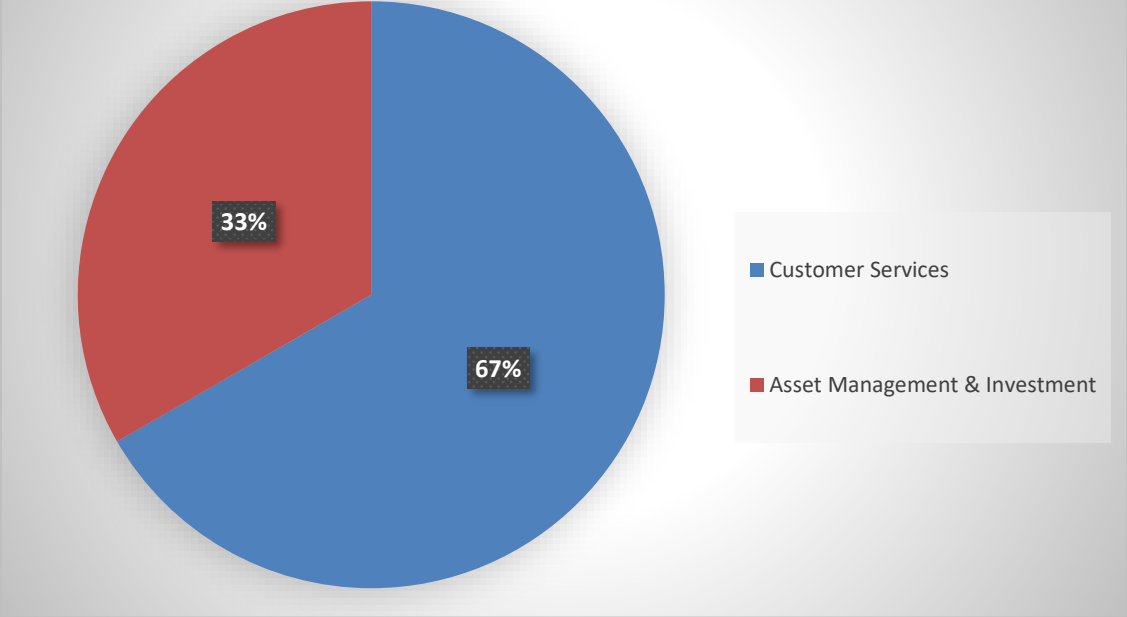
- By email: 1
- By phone: 3
- In person: 0
- By letter: 2
- By social media: 0

Responsibility for complaints

The complaints related to work by the following departments:

Department	Total this period	Total for current financial year
Customer Services	4	54
Asset Management & Investment	2	20
Highland Residential (Inverness) Ltd	0	11
Finance & Corporate Services	0	0
Albyn Enterprises Limited	0	1
Multiple departments	0	3
TOTAL	6	89

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
1522	Stage 1	Asset Management & Investment	Contractor	Received customer feedback from tenant complaining of poor service from a contractor. Complaint relates to a shower switch which was removed from the wall and not replaced properly. Paintwork was damaged through removal.	Yes	The issue was discussed with the contractors and they were advised to let Albyn staff know if any damage is done at point of work, so that issues can be resolved in a timely manner.	Improved communication from the contractor. This requirement will be emphasised at a future contractors meeting.	Immediate and ongoing.	Asset Mgmt & Investment Manager
1524	Stage 1	Asset Management & Investment	Contractor	Customer unhappy that they received a reminder letter from Albyn advising them to contact the contractors to arrange an appointment for a fixed electrical test. The contractors had already attended and completed the work.	Yes	Improvements have been made to the contract document to ensure that tenants who have had work carried out are not lettered with access requests.	Improved communications from the contractor.	Immediate and ongoing.	Asset Mgmt & Investment Manager
1521	Stage 1	Customer Services South	Contractor	Inconsistency of home visit arrangements, as well as unqualified engineer attendance, resulting in a delayed appointment for gas service and the possibility of forced entry as a result.	Partial	<ul style="list-style-type: none"> Improved, prompt and clear communication, both written and verbal Clear notification of the deadlines and reinforcing implications of "no access" Utilising all available means of access (ie doorbell). Increasing contact period from the current 8 weeks, especially if it falls during prolonged statutory holidays, i.e. Christmas and New Year. 	As this was an issue with a contractor, we have raised it as part of the regular contractor meetings. Next meeting is 10 April 2019 and we will discuss this issue with the contractor.	10 April 2019	HS Assistant on behalf of Manager
1519	Stage 1	Customer Services South	Repairs / maintenance	Initial call in respect of the socket in the boiler cupboard which is sparking. The second issue was that the floor had dipped significantly.	No	Clear notification process to all, and especially historical sharing owners, in respect of their obligations of the property upkeep regardless of the ownership share, repair and periodical electrical/gas testing.			

Complaint Reference	Status	Category	Sub-category	Complaint Details	Complaint Upheld	Lessons Learned / Reasons for not Upheld	Service Improvement	Date Actioned	Actioned By
1520	Stage 2	Customer Services North	Communication	A tenant's spouse had put on hold arrangements to access their home to carry out repairs as they believed the work needed to be reviewed. The complaint was that a staff member had alleged that the spouse had refused entry to staff and contractors, when in fact this was limited to one person on one occasion.	No	The complaint was not upheld because although the words were said, it was without malice and did not impact on the conversation or the outcome of the tenant's requirements.			
1523	Stage 1	Customer Services North	Factoring / Estate Services (specify factor)	The complaint was about the removal of gritting service. The complainant is unable to leave their home due to the icy conditions of the paths and pavements. The complainant is very unhappy about the removal of gritting services as the residents are elderly and some have disabilities. The complainant does not have any family nearby that can put the grit out for them and feels that they would be in danger if they were to try themselves.	No	There is no gritting service. The tenant was advised to put their complaint in writing in order to hold a written testament of their struggles without the service. This will be kept on file in case any other similar concerns are raised.			