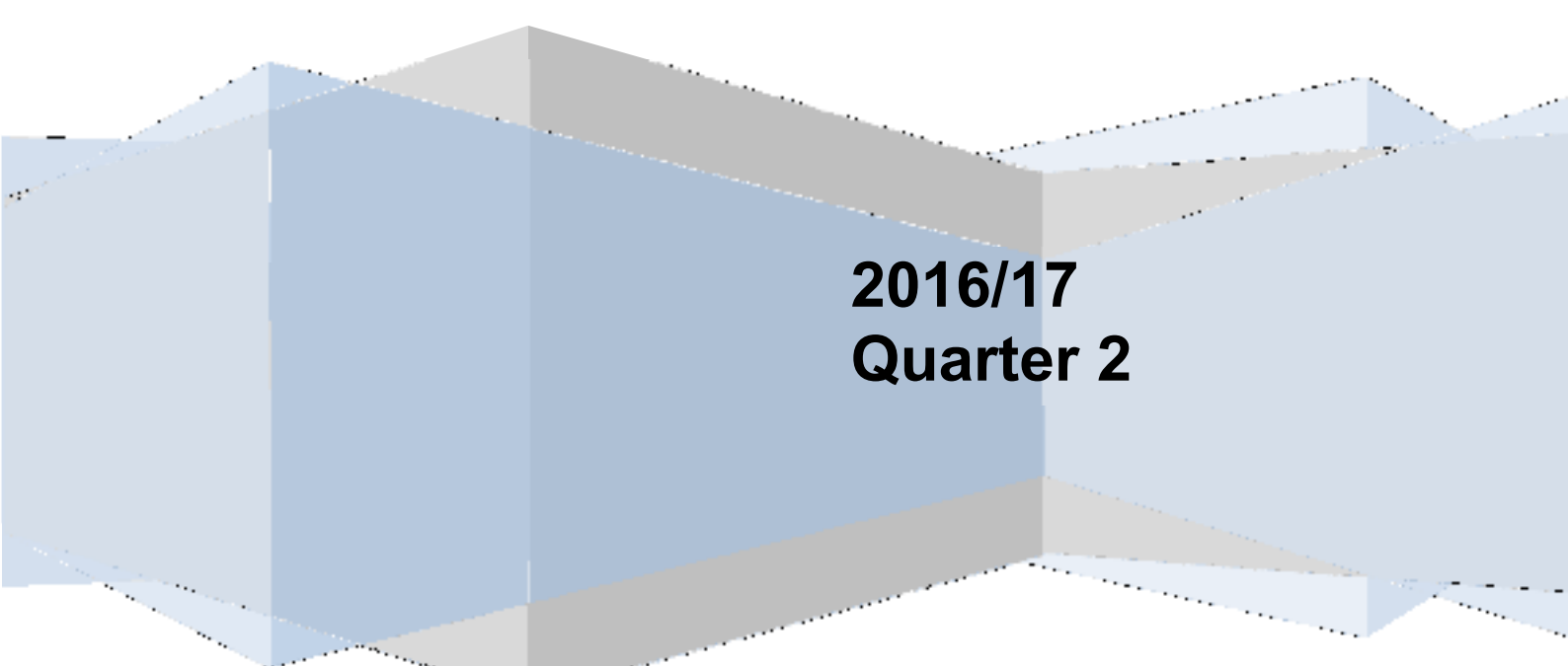


Derby Homes

COMPLAINTS & COMPLIMENTS REPORT 2016/17



**2016/17
Quarter 2**

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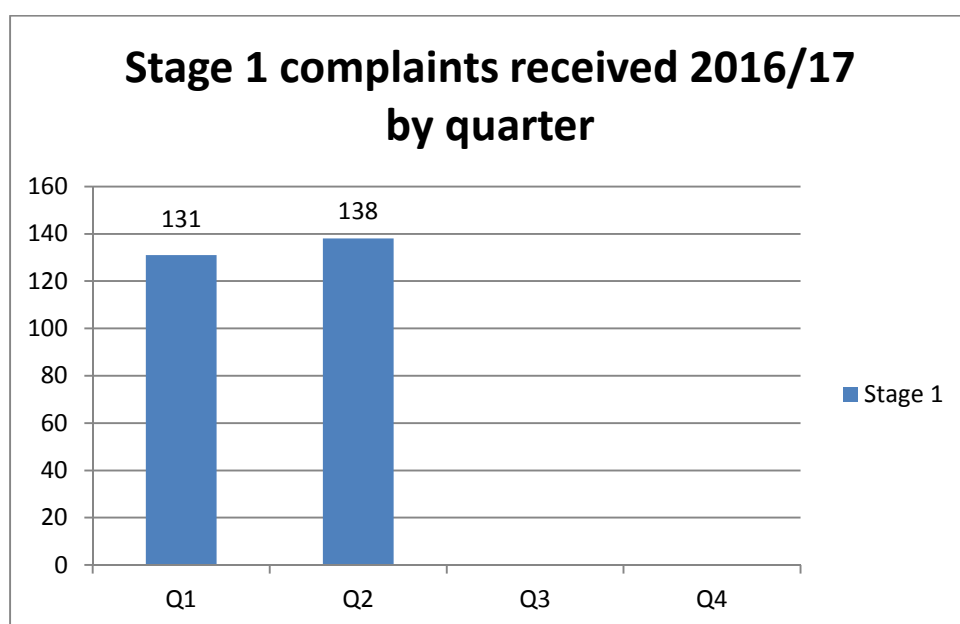
COMPLAINTS

STAGE ONE COMPLAINTS Q2

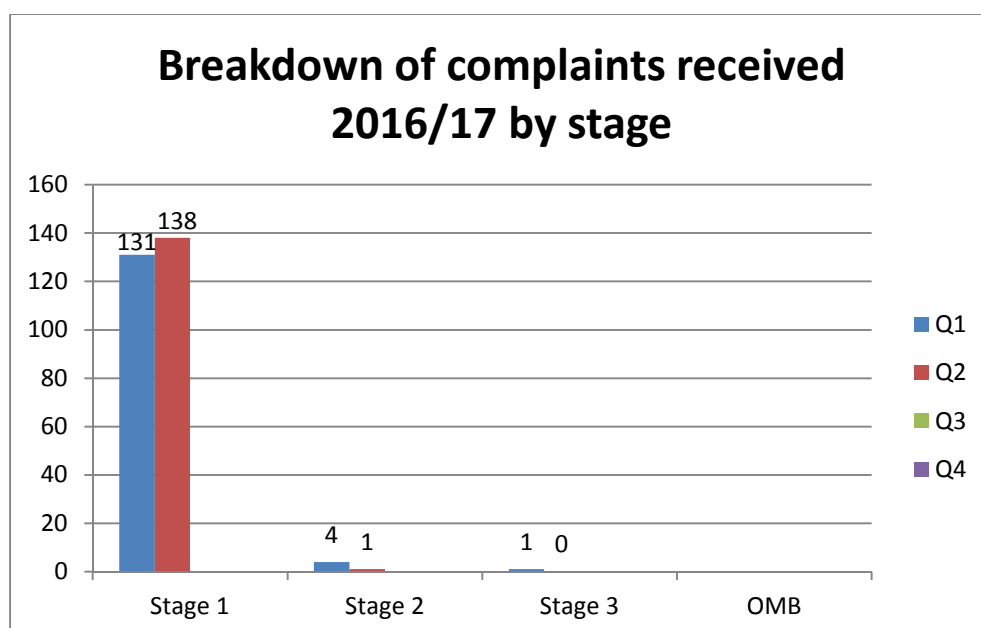
During Q2, 2016/17 there has been a total of 138 stage one complaints recorded.

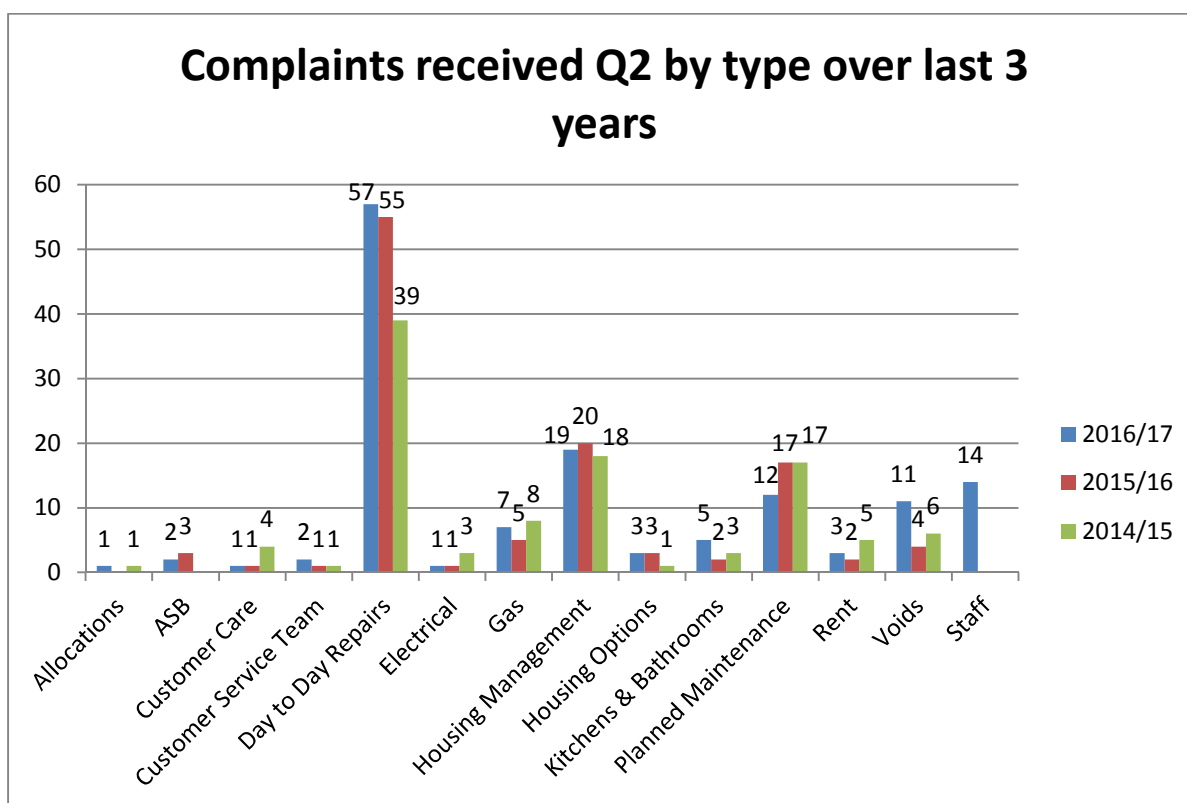
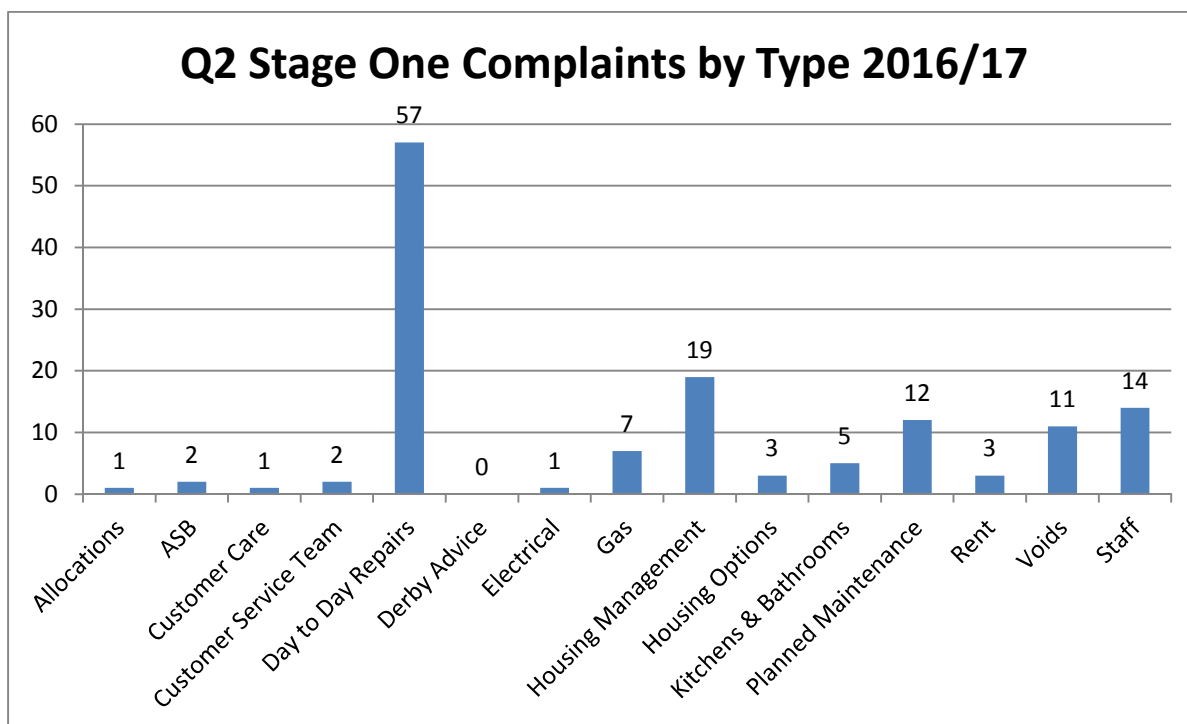
Stage One complaints received over last 3 years

	2014/15	2015/16	2016/17
Q1	95	116	131
Q2	106	114	138



There has been a considerable increase in the number of Stage One complaints received during Q2 in comparison to 2015/16, with an increase of 24 Stage One complaints.





Staff complaints were not included in the Operational Board report in 2014/15 and 2015/2016

The largest number of complaints received were relating to the following teams:

Day to Day Repairs = 57. (During Q2 12819 repairs were completed by this team)

Housing management = 19

Staff = 14

Breakdown of the top three departments which received the highest number of complaints in Q1

Day to Day Repairs - Total 57	Housing Management - Total 19	Staff - Total 14
Delay in repair - 16	Rehousing – 4	Housing Management - 6
Damage to property / compensation - 13	Gardens - 4	Day to Day Repairs - 3
Workmanship - 8	Pest Control - 4	Gas - 2
Work not complete - 5	Processes - 2	Customer Services - 2
Mould and damp - 5	Mutual Exchange - 1	Planned Maintenance - 1
Condition of property - 4	Permit - 1	
Not notified of appointment - 3	Neighbour dispute - 1	
Missed appointment - 1	Parking - 1	
Recharges - 1	Furniture Pack - 1	
Noise - 1		

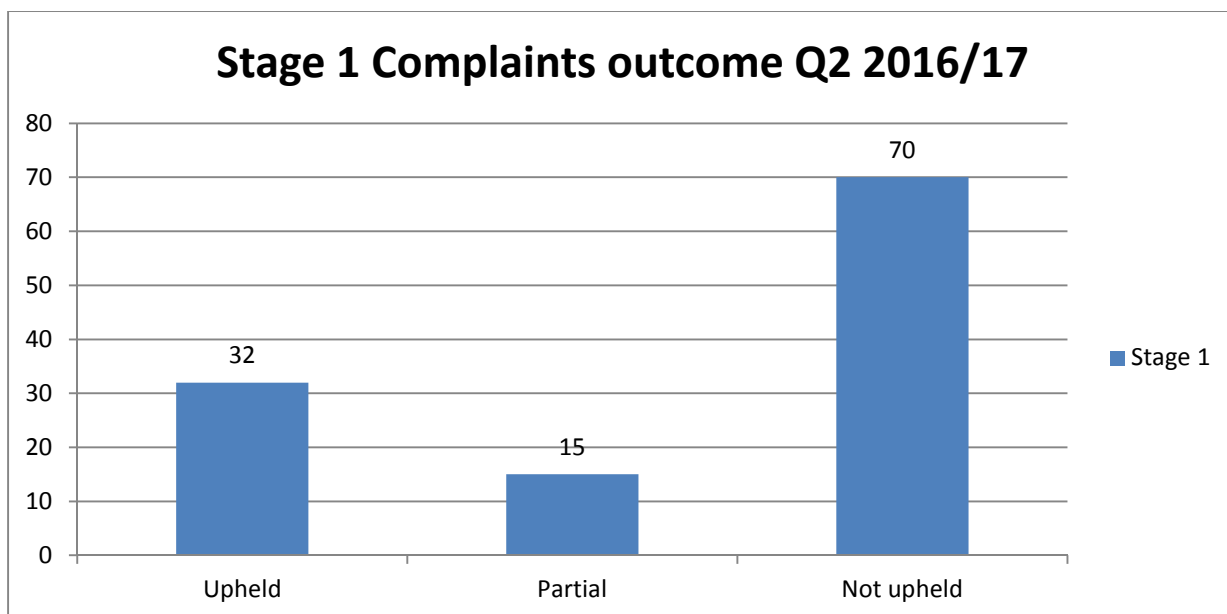
Total complaints closed in Q2 2016/17 and outcome

Total closed - 120

Upheld - 33

Not upheld - 72

Partially upheld - 15



Breakdown of complaints outcome by service area

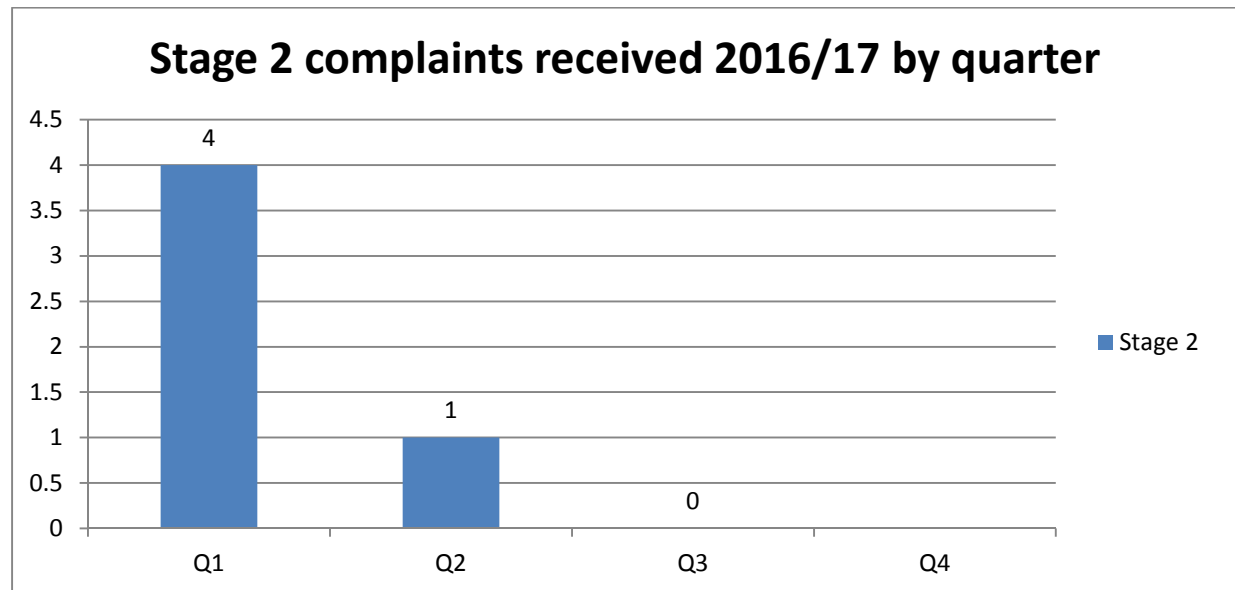
	Closed	Upheld	Partial	Not upheld
Day to Day	48	14	11	23
Housing Management	17	0	0	17
Planned Maintenance	12	4	2	6
Staff	12	3	1	8
Gas	9	5	0	4
Voids	6	1	1	4
Customer Service Team	4	1	0	3
Housing Options	4	3	0	1
Rent / HB	3	0	0	3
Kitchens & Bathrooms	3	1	0	2
ASB	1	1	0	0
Electrical	1	0	0	1

STAGE TWO COMPLAINTS

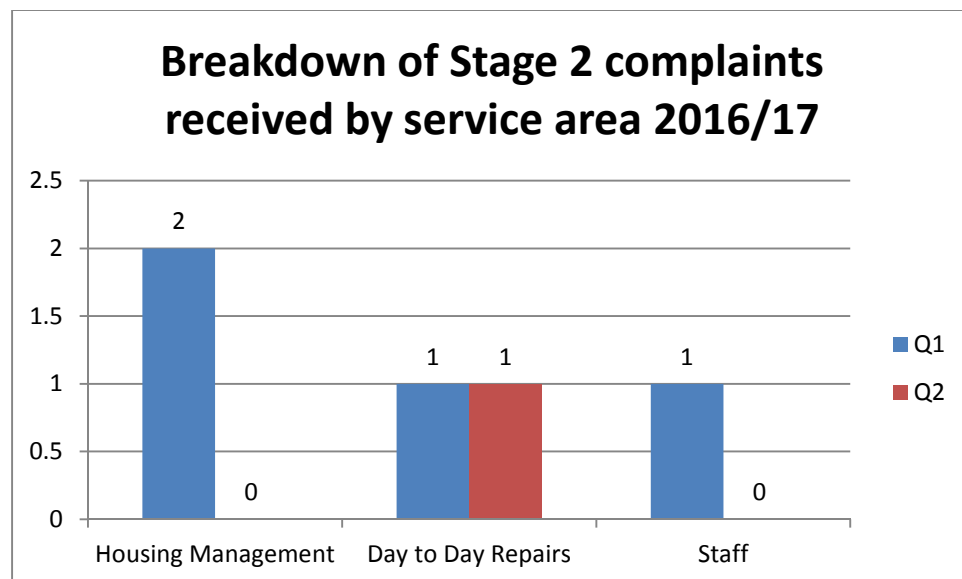
During Q2, 2016/17 there has been 1 stage two complaint recorded.

Stage 2 complaints over last 3 years

	2014/15	2015/16	2016/17
Q1	4	3	4
Q2	3	0	1



2 stage two complaints were closed during Q2, 1 was upheld and 1 was not upheld.



One stage 2 complaint was carried over from Quarter 1 and closed in Quarter 2

STAGE THREE COMPLAINTS

Total Stage Three complaints for 2016/17

Q1: 1

Q2: 0

Stage Three complaints received in Q1 over last 3 years

	2014/15	2015/16	2016/17
Q1	1	0	1
Q2	1	1	0

The Stage Three complaint we received during Quarter 1 was presented to the Tenant Panel during Q2.

The complaint was about the Day to day Repairs service, this complaint was not upheld by the Tenant panel.

COMPENSATION

In total during Q1 of 2016/17 £566.00 compensation has been paid out.

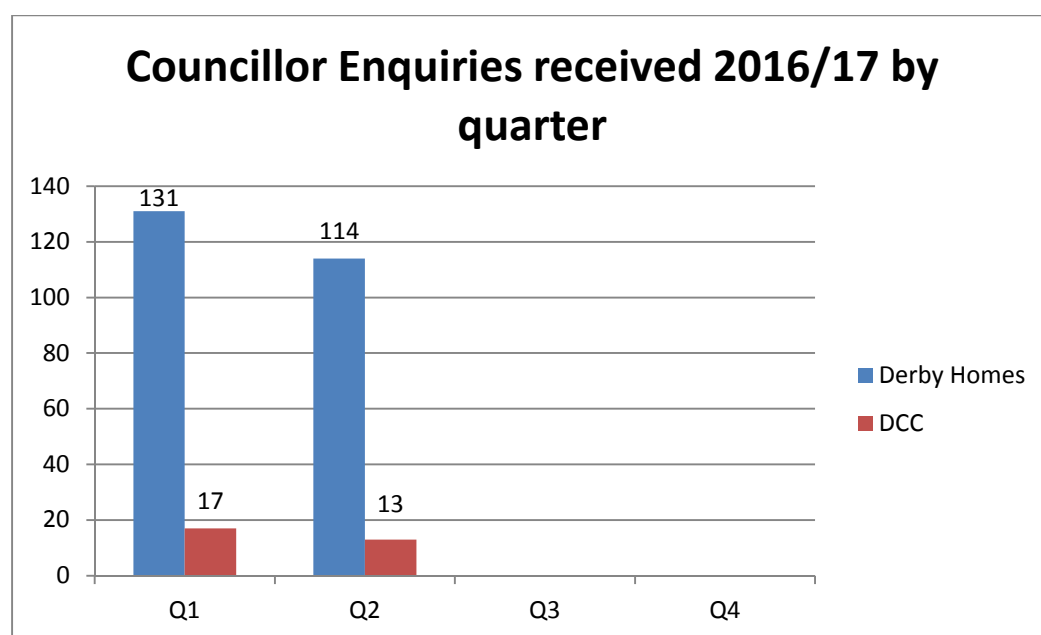
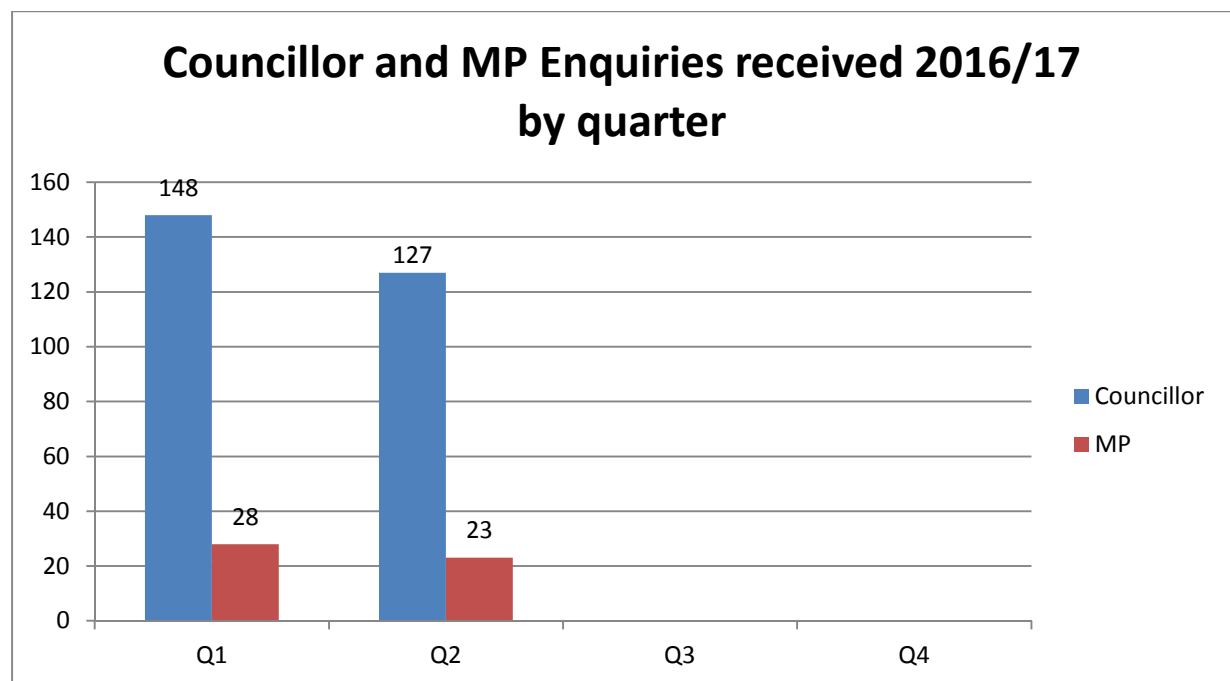
This compensation figure is solely made up of payments made following a complaint. This figure does not include missed appointment payments made.

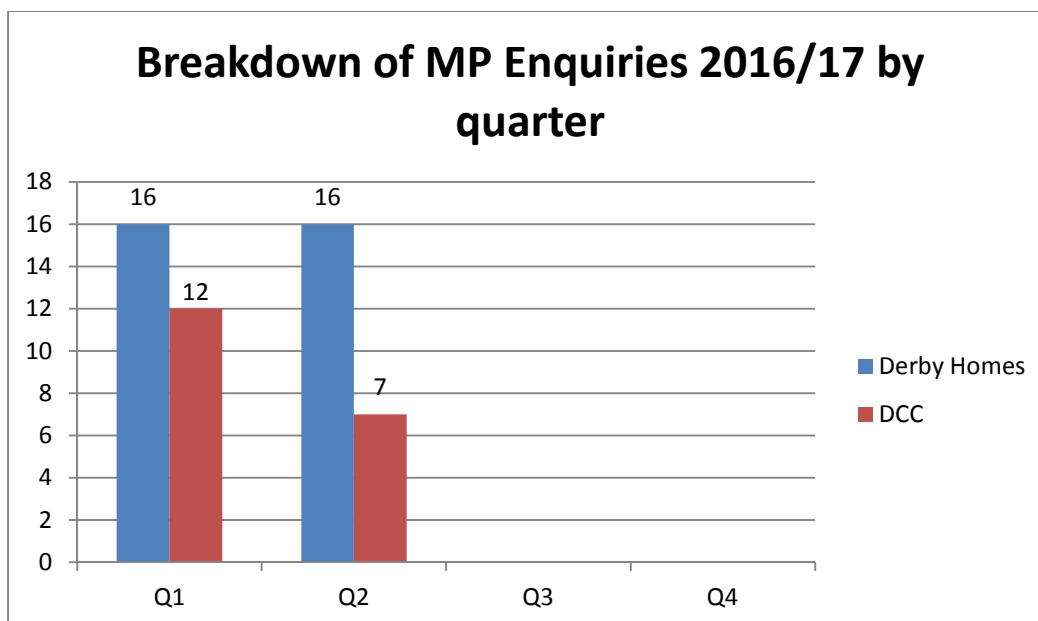
Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£150.00	4
Gas Team	£156.00	2
Planned Maintenance	£120.00	1
Kitchens & Bathrooms	£120.00	1
Voids	£20.00	1

COUNCILLOR/MP ENQUIRIES

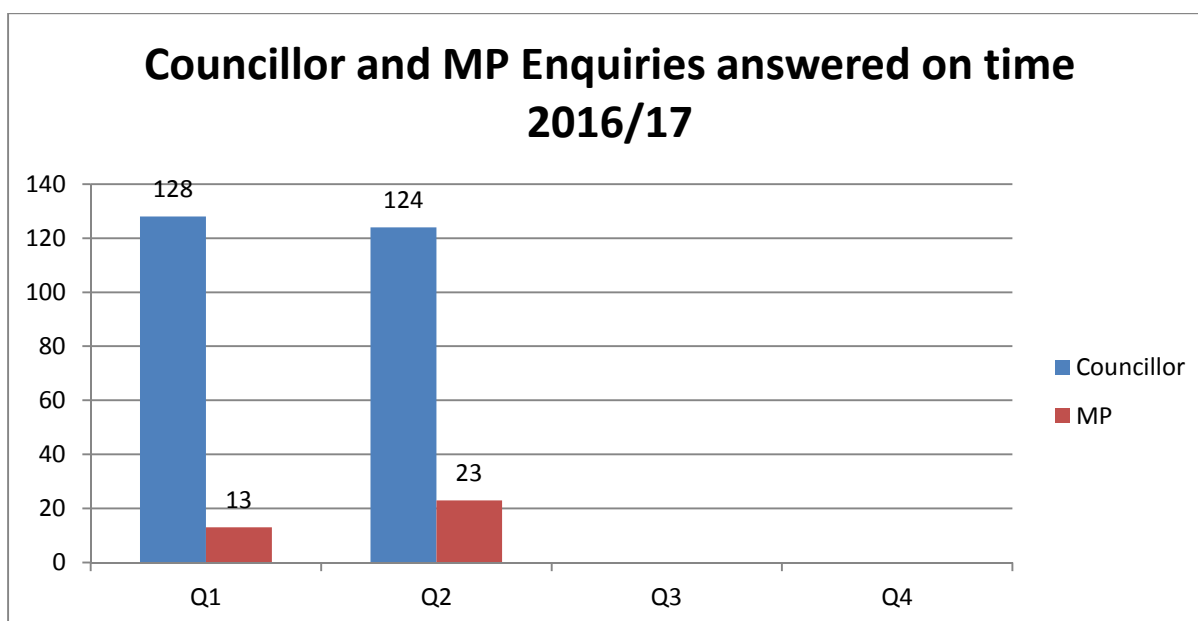
During Q2 2016/17 there was 127 Councillor and 23 MP enquiries received.

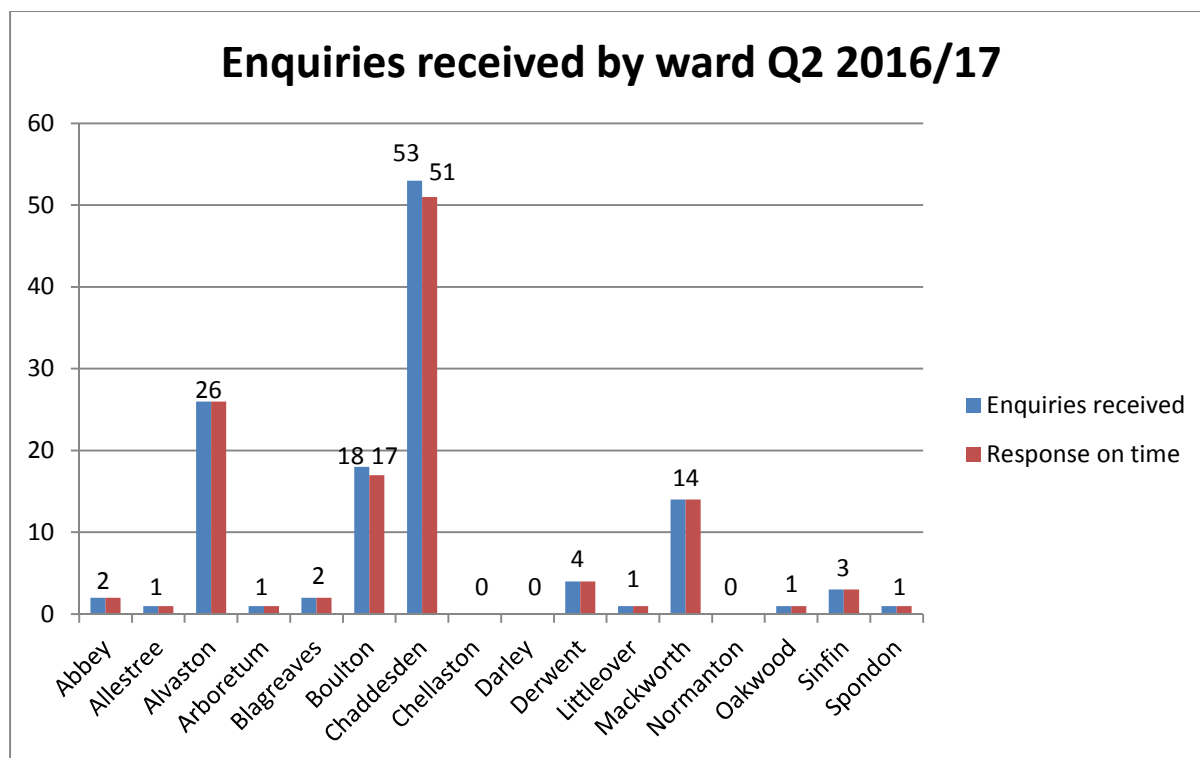




During Q2 124 Councillor Enquiries and 23 MP enquiries were responded to on time

- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days





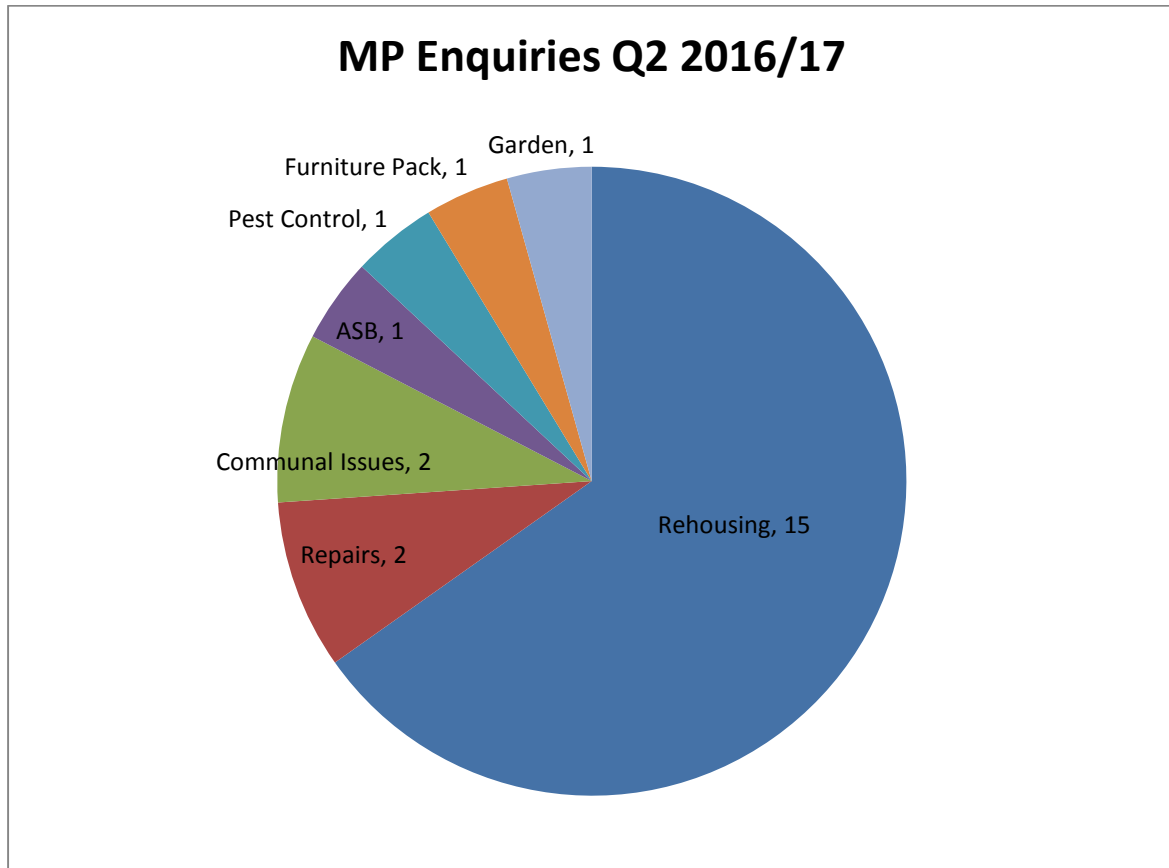
Breakdown of the three departments which received the highest number of Councillor Enquiries.

Enquiry - 44	Housing Management - 27	Rehousing - 15
Repairs - 10	Gardens - 7	Application enquiry - 4
General - 9	Repairs - 7	Homelessness - 4
Tenancy Issues - 6	General - 4	Eviction - 3
Parking - 4	Pests - 4	Delay in rehousing - 2
Bins /Fly tipping - 3	Rehousing - 3	Homefinder query - 2
Rehousing - 3	Rubbish - 1	
Communal issues - 2	Benefits - 1	
ASB - 2		
Rent - 2		
Planning - 1		
New Build - 1		
Communication - 1		

MP Enquiries

There was a total of 23 MP Enquiries in Q2 2016/17

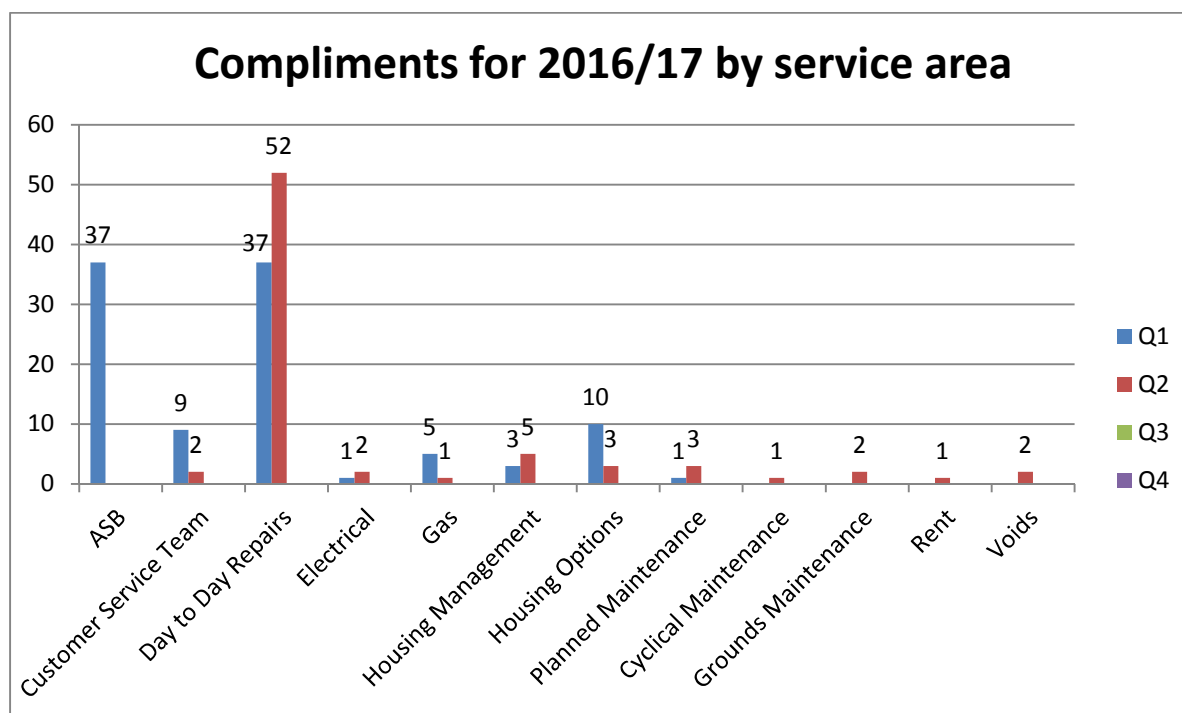
Breakdown



COMPLIMENTS

During Q1 there were 103 compliments recorded.

Q1	Q2
103	74



Whilst we get the largest number of complaints for the Day to Day Repairs service, we also consistently get the largest number of compliments about this service area too.

Day to Day Repairs

I have just received a phone call from the tenant to say that he has just had the BEST workman round to his house to complete some plasterwork, he is so polite, clean, efficient and a real credit to the company.

Grounds Maintenance

I would just like to say a big thankyou to the team under a guy called xxxx and his fantastic team that have just done an amazing job off cutting the hedge down the alley to a high standard and not leaving it looking a mess. First time in 18 years it looks good and always taking pride in their work. Well-mannered and a credit.

Housing Options

I'd like to take this opportunity to thank you for all of your hard work and support with housing. You made the process so much easier to understand when I sometimes might have been in a bit of a flap

Electrical Team

Wanted to compliment xxxx who carried out his electrical check for him, he did an excellent job, very considerate and did a wonderful job. He says he moved everything and put them back in place when finished and needs to be recognised for his work.

Housing Management

Thank you both for your visit on Monday and your kind and constructive advice. I will continue to work with you both and we will eventually reach our mutual goal. You have given me back my self-respect and I shall show that I am worthy off your trust.