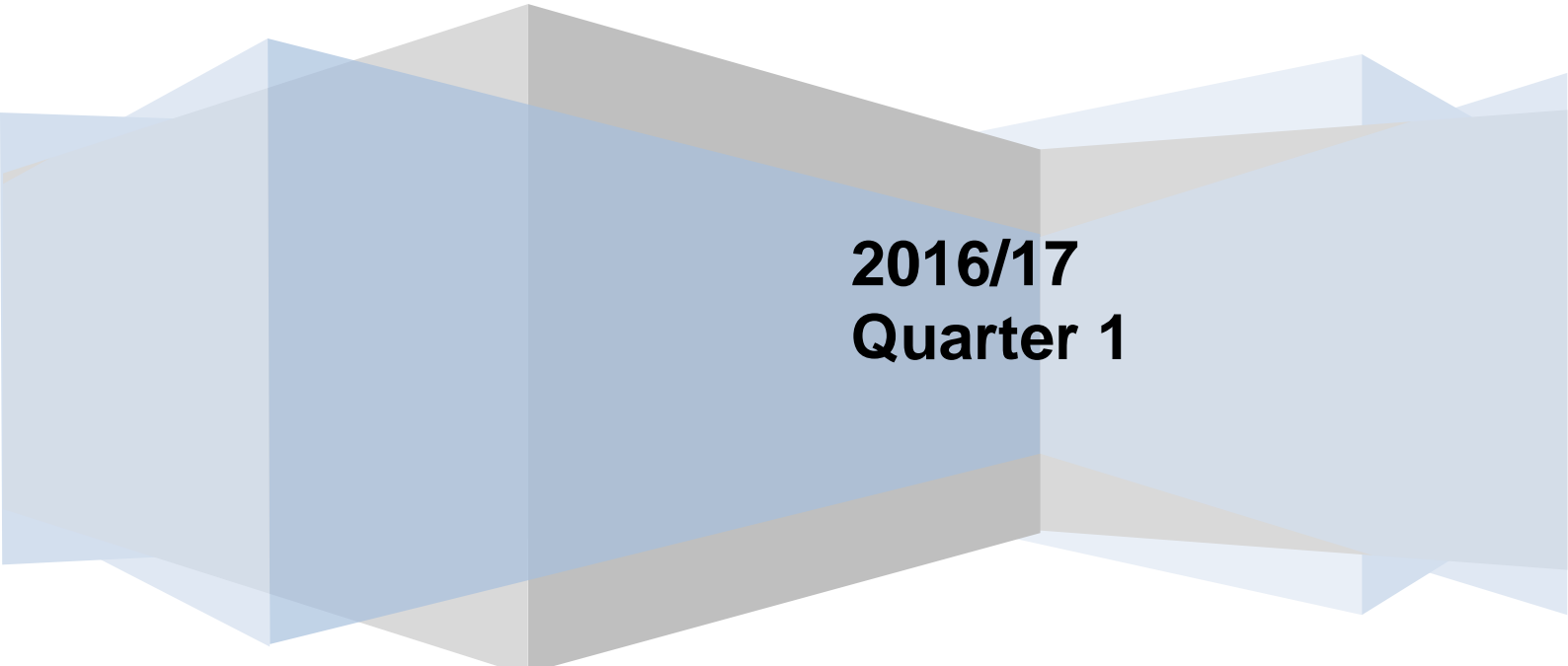


# **Derby Homes**

## **COMPLAINTS & COMPLIMENTS REPORT 2016/17**



**2016/17  
Quarter 1**

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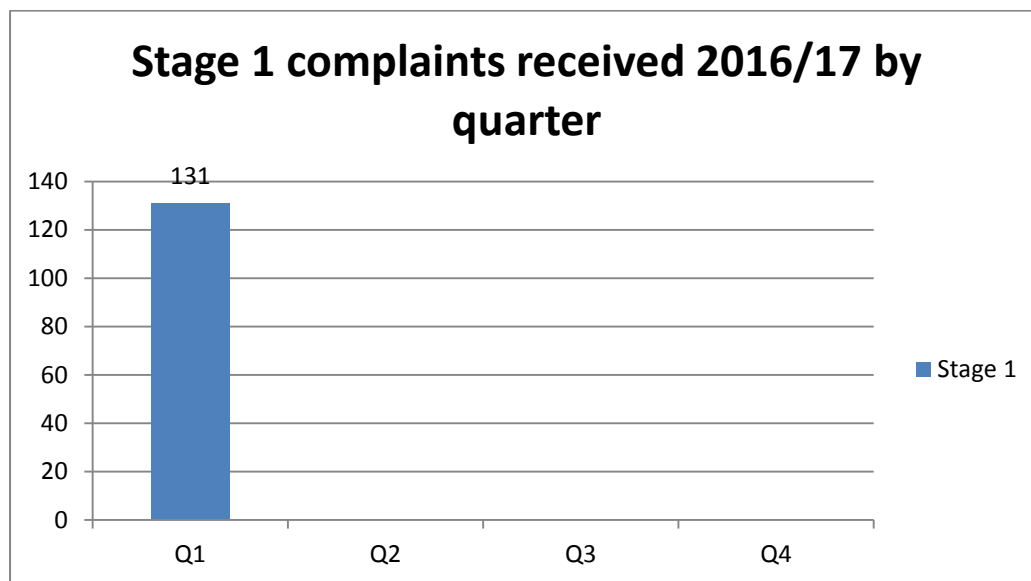
## COMPLAINTS

### STAGE ONE COMPLAINTS Q1

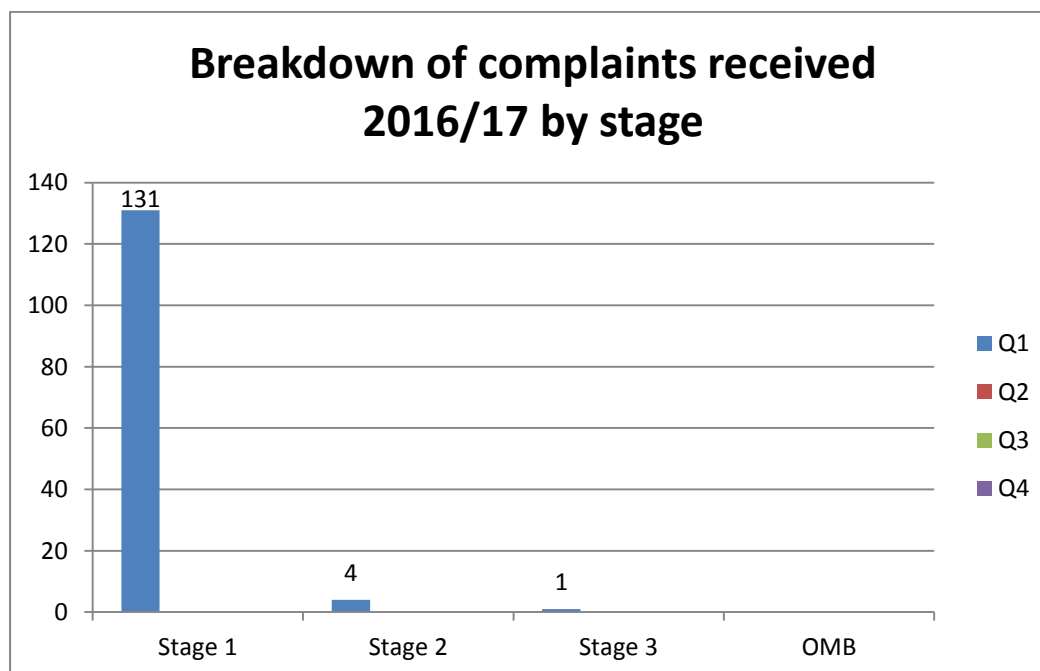
During Q1, 2016/17 there has been a total of 131 stage one complaints recorded.

#### Stage One complaints received over last 3 years

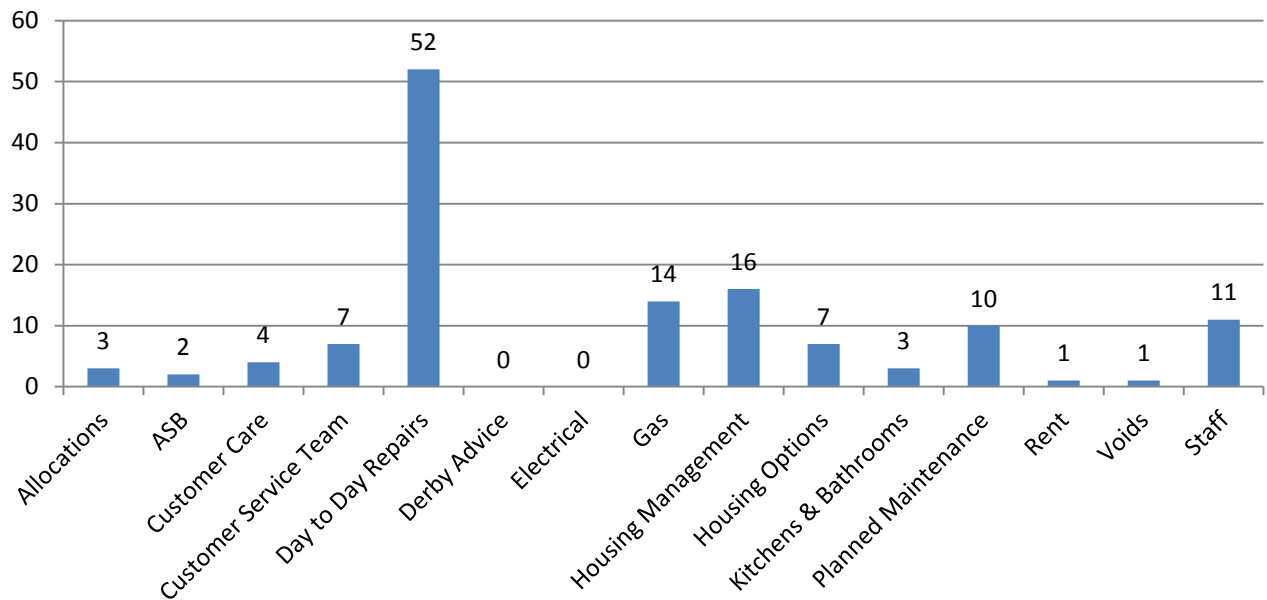
	2014/15	2015/16	2016/17
Q1	95	116	131



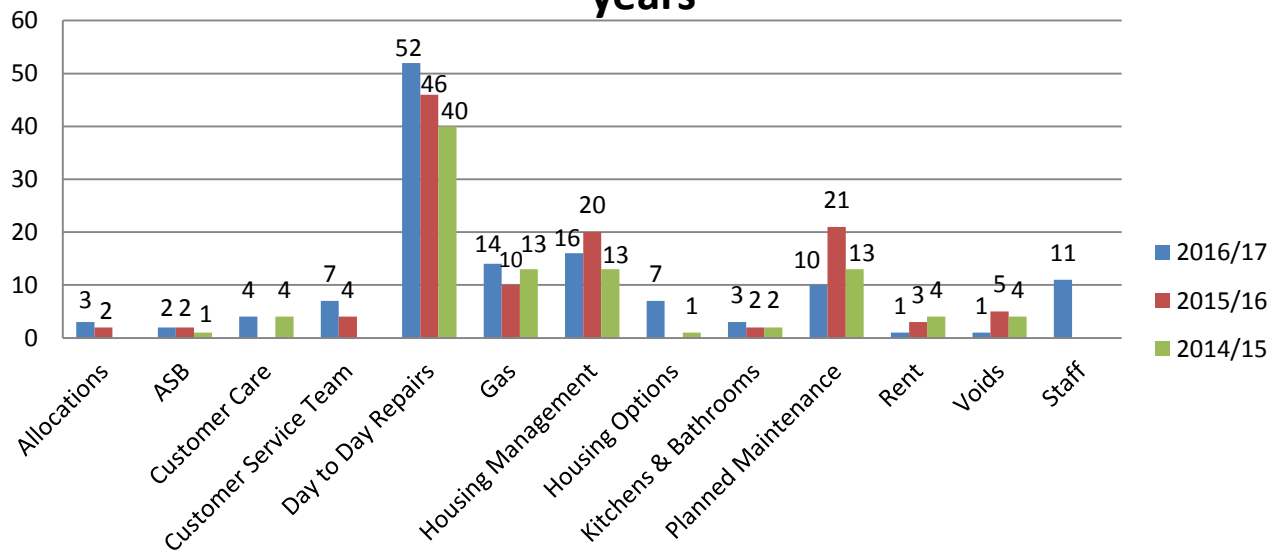
There has been a slight increase in the number of Stage One complaints received during Q1 in comparison to Q1 2015/16, with an increase of 15 Stage One complaints.



### Q1 Stage One Complaints by Type 2016/17



### Stage 1 complaints received Q1 by type over last 3 years



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

Day to Day Repairs = 52

Housing management = 16

Gas = 14

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

Repairs and Maintenance - Total 52	Housing Management - Total 16	Gas - Total 14
Delay in repair – 13	Rehousing – 5	Damage - 4
Damage to property / compensation - 12	Rechargeable repairs -2	Servicing - 3
Missed appointment - 5	Mutual Exchange - 2	Delay in repair – 3
Work not complete - 5	Parking - 2	Installation - 1
Mould and damp - 4	Golden Goodbye - 1	Recharge - 1
Workmanship - 3	Permit - 1	External contractor - 1
No notified of appointment - 2	Termination of tenancy - 1	Appointment - 1
Scaffolding - 2	Documents lost - 1	
External Contractor - 2	Adaptation - 1	
Fleet Management - 1		
Appointment letter - 1		
Disturbance payment – 1		
Condition of kitchen - 1		

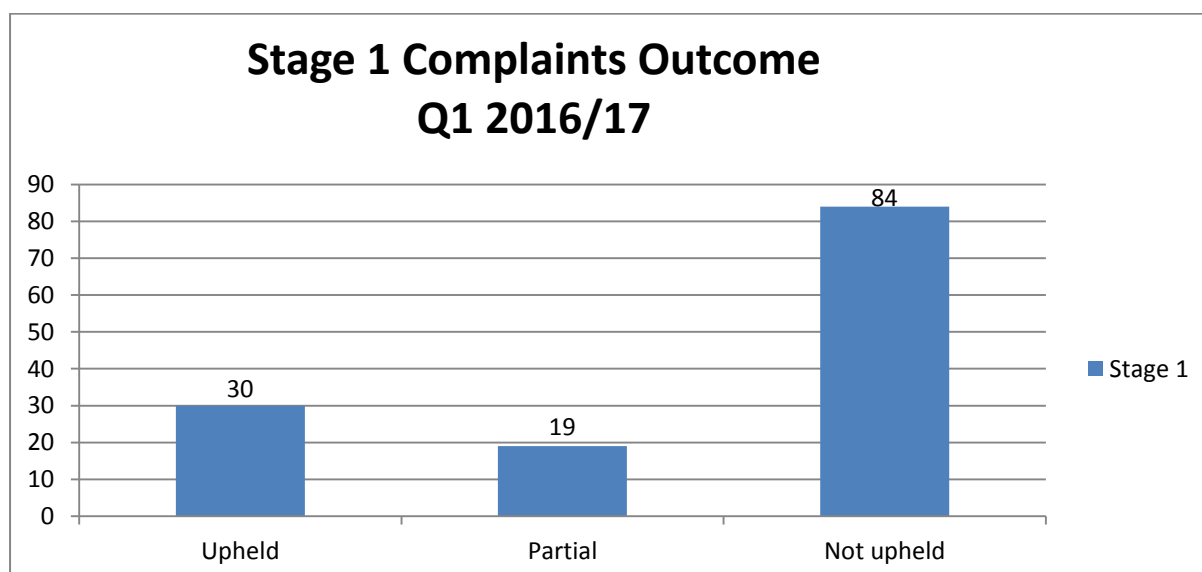
### Total complaints closed in Q1 2016/17 and upheld

Total closed - 133

Upheld - 30

Not upheld - 84

Partially upheld - 19



### Breakdown of complaints outcome by service area

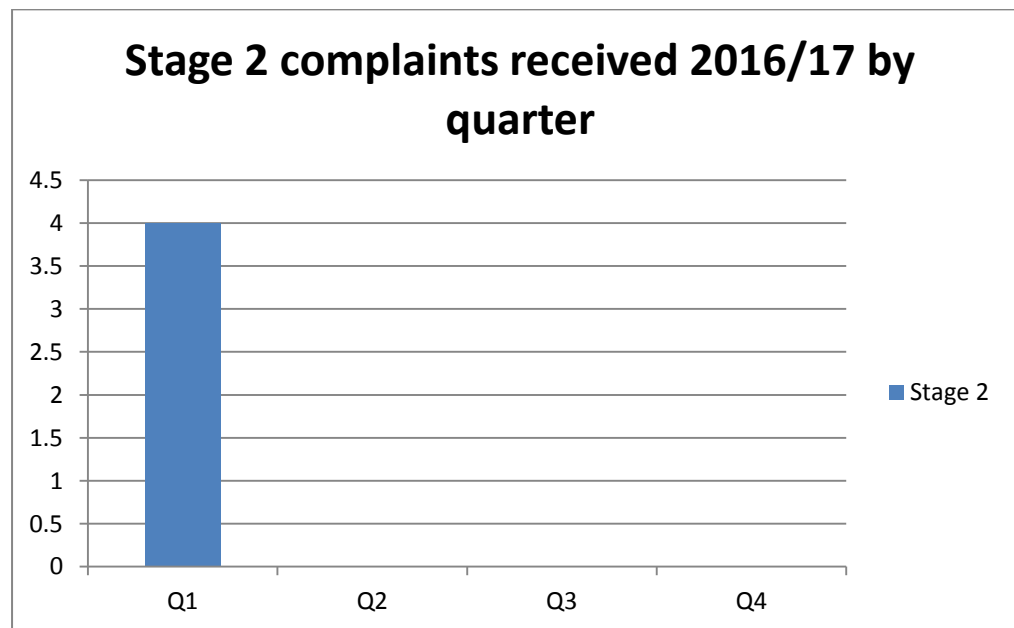
	Closed	Upheld	Partial	Not upheld
Day to Day	58	16	7	35
Housing Management	17	2	2	13
Gas	14	2	1	11
Planned Maintenance	9	2	0	7
Staff	6	2	2	2
Customer Service Team	6	2	3	1
Customer Care	5	2	1	2
Housing Options	4	0	1	3
Rent / HB	3	0	0	3
Voids	4	1	2	1
Kitchens & Bathrooms	3	1	0	2
Allocations	3	0	0	3
ASB	1	0	0	1

## STAGE TWO COMPLAINTS

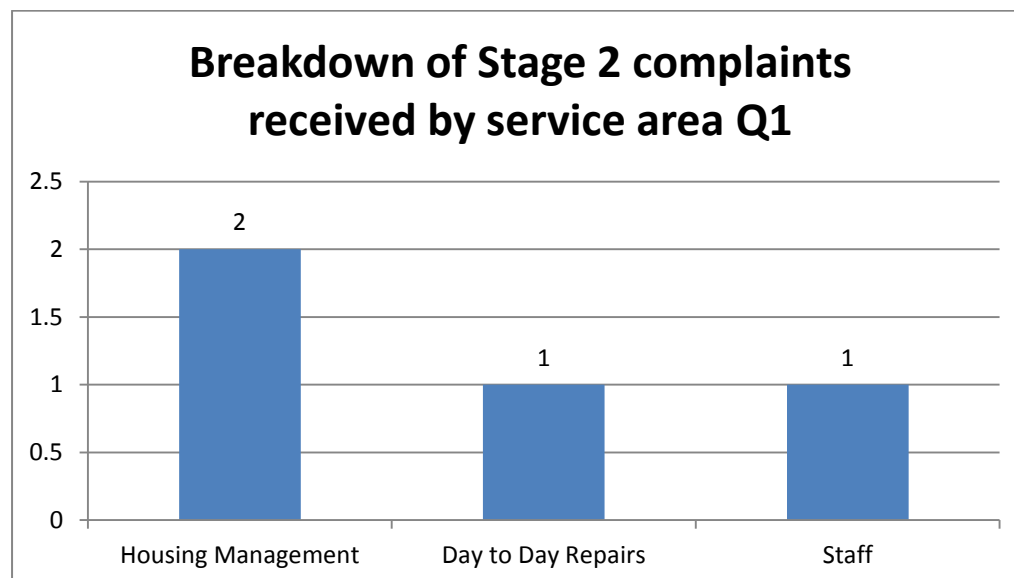
During Q1, 2016/17 there has been a total of 4 stage two complaints recorded.

### Stage 2 complaints over last 3 years

	2014/15	2015/16	2016/17
Q1	4	3	4



Of the 4 stage two complaints received during Q1, 3 were closed during the quarter, none were upheld.



## STAGE THREE COMPLAINTS

### Total Stage Three complaints for 2016/17

Q1: 1

### Stage Three complaints received in Q1 over last 3 years

	2014/15	2015/16	2016/17
<b>Q1</b>	1	0	1

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

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

## COMPENSATION

In total during Q1 of 2016/17 £963.00 compensation has been paid out. This compensation figure is solely made up of payments made following a complaint.

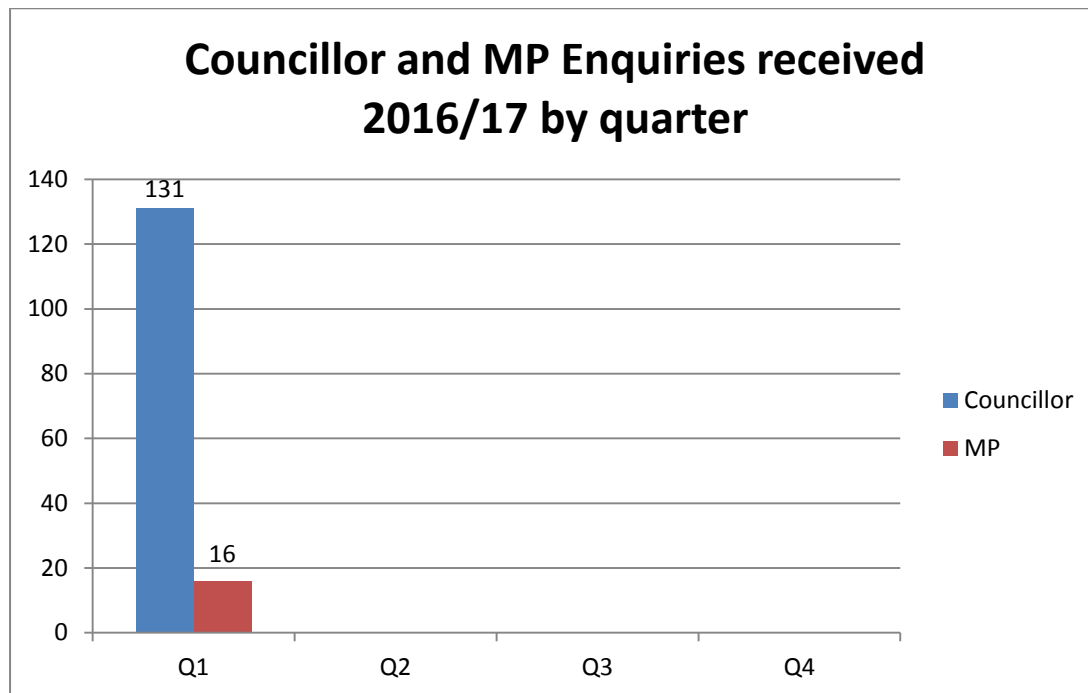
Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£339.00	5
Housing Management	£284.00	1
Kitchens & Bathrooms	£200.00	1
Voids	£100.00	1
Gas Team	£40.00	1



## COUNCILLOR/MP ENQUIRIES

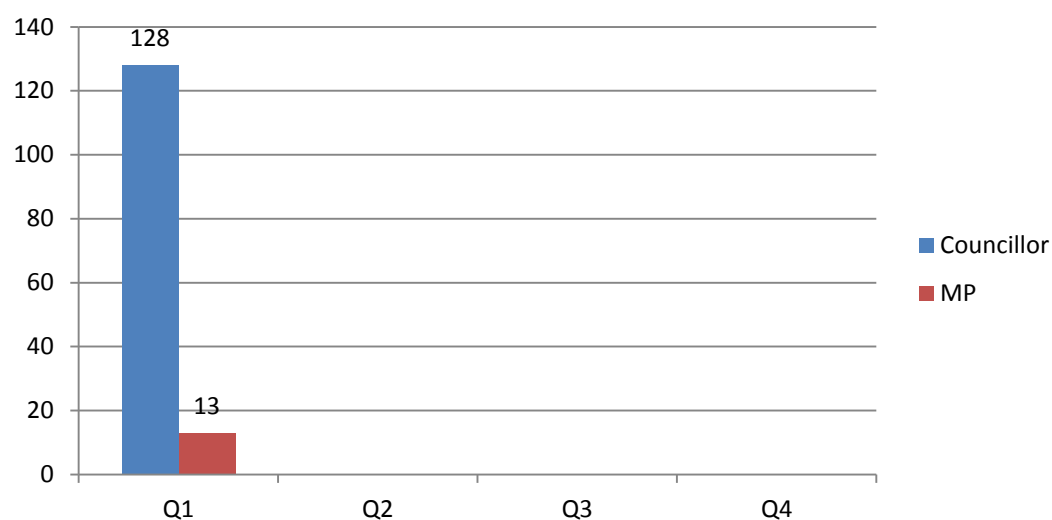
During Q1 2016/17 there was 131 Councillor and 16 MP enquiries received.



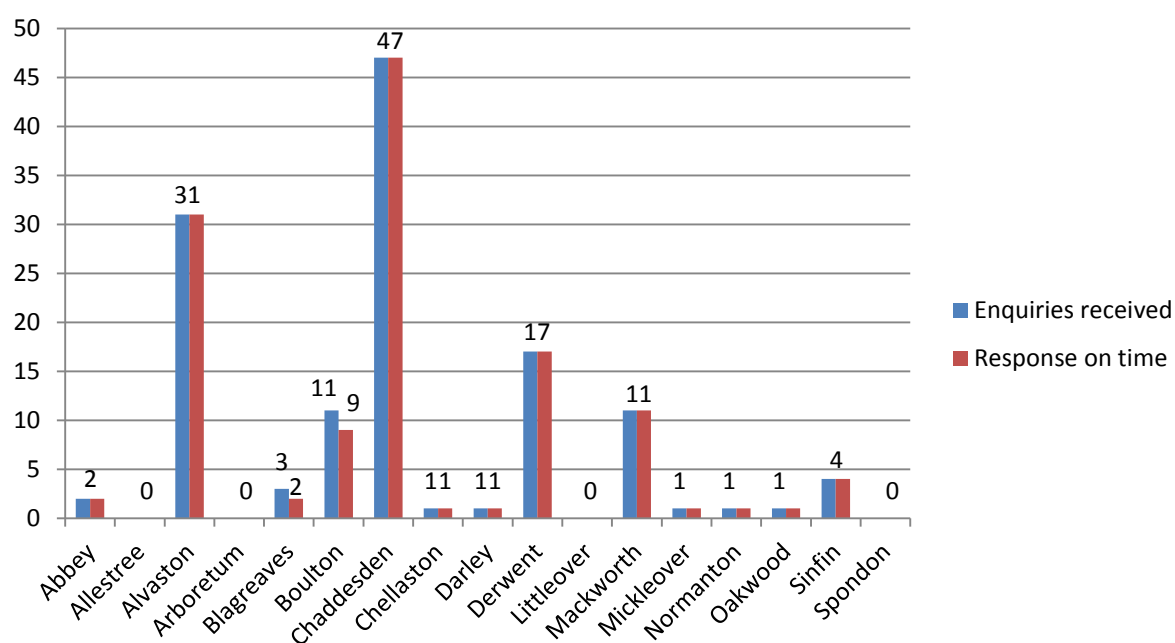
During Q1 128 Councillor Enquiries and 13 MP enquiries were responded to on time

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

## Councillor and MP Enquiries answered on time 2016/17



## Enquiries received by ward Q1 2016/17



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

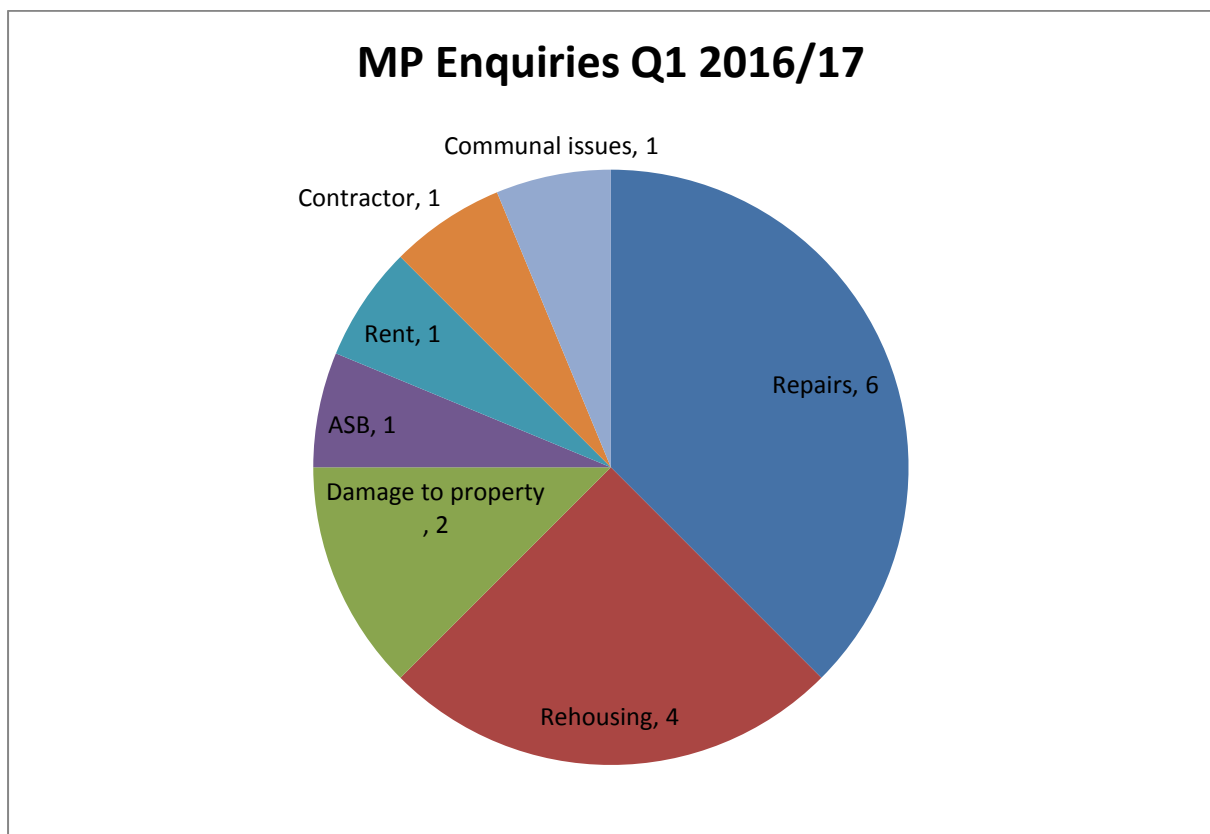
Enquiries - 45	Housing Management - 27	Estate Issues - 21
General - 9	Gardens - 11	Bins/rubbish - 6
ASB - 7	Repairs - 8	Trees - 4
Repairs - 7	Tenancy - 3	Repairs - 4

Bins /Fly tipping - 6	Rehousing - 2	Parking - 2
Gardens - 5	Painting - 1	ASB - 2
Communal issues - 3	Adaptations - 1	Dog fouling - 1
Rent - 2	General Enquiry - 1	Abandoned car - 1
Parking - 2		Security – 1
Update - 1		
Petition - 1		
Domestic Violence - 1		
Pest Control - 1		

## MP Enquiries

There was a total of 16 MP Enquiries in Q1 2016/17

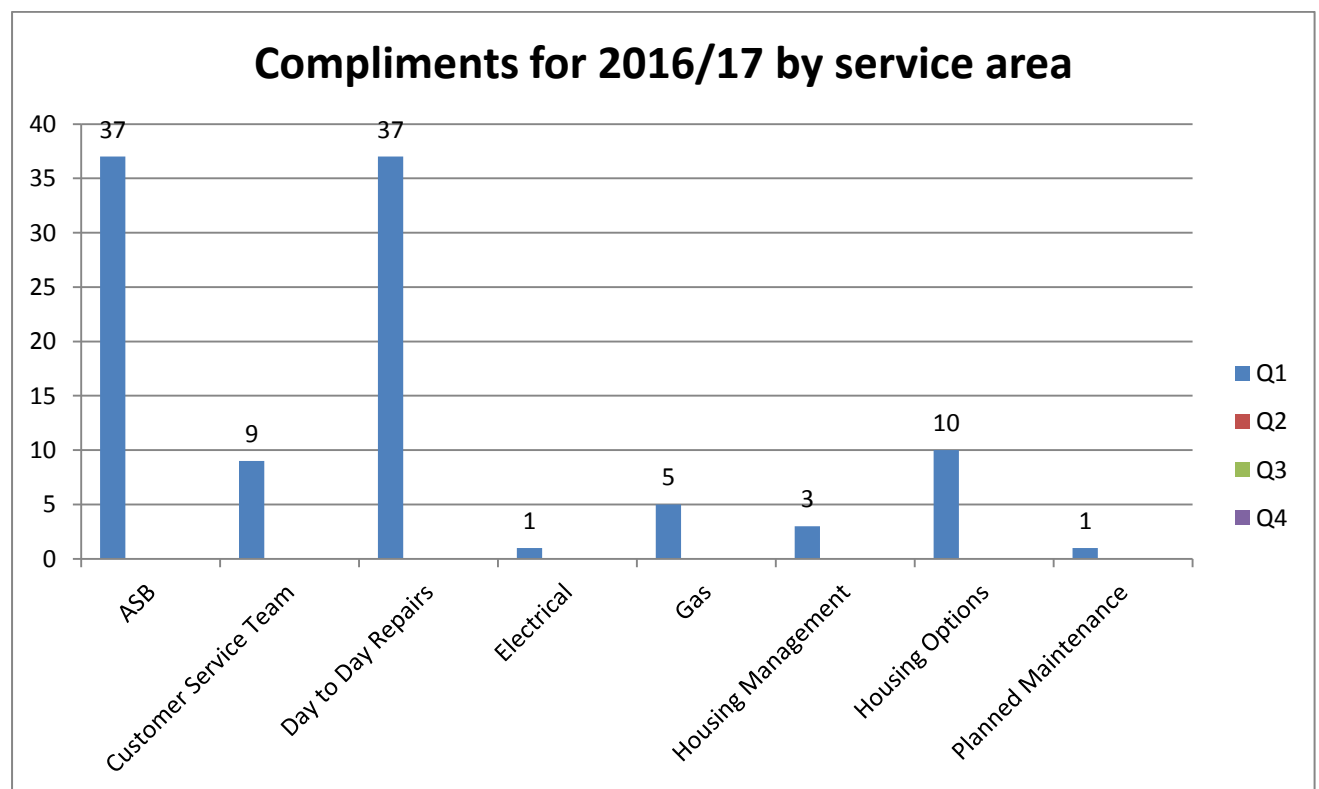
### Breakdown



## COMPLIMENTS

During Q1 there were 103 compliments recorded.

Q1
103



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.

The ASB team have captured compliments from surveys which was a recommendation from their recent accreditation. This has increased compliments recorded for this area significantly.

### **ASB**

Ms \*\*\*\* said Ali was brilliant and has done very well - always been there to listen and help complainants through the case and dealt with the case quickly.

### **Day to Day Repairs**

Mr \*\*\*\*\* of Arkendale Walk, rang to say he would like to thank the Plumber, Steve who came out to fix the Kitchen Tap. He said the job has been done really well and also the Plumber was very polite and efficient.

### **Customer Service Team**

Mr \*\*\* called to say a big thank you to Chantel for sorting out the repair to his brother's TV as they attended within 2 hours, his brother has server learning difficulties and he wanted to say thank you very much to Chantel.

### **Gas Team**

Mr \*\*\*\*\* of Marylebone Crescent said, I would like to give an appraisal to your Gas Engineer, Ian, who has just called at my home this morning to repair the Gas Combi Boiler. He is a very polite and helpful person who obviously is very skilled at what he is assigned to do! My thanks to Ian for his applied skills and caring attitude!

### **Housing Options**

Miss \*\*\*\*\* said; Can I just say thank you again Simon, You have been so helpful & you've really made this process a whole lot easier to go through. It isn't the best situation to be in but you really are a credit to the council.

Miss \*\*\*\*\* said I just wanted to say thank you for helping me find a home during my eviction from my flat, having medical issues being depressed and unable to find anywhere myself life became a struggle but you took the time to look into my case and took the time to see that I had options that you explained to me and it was not all doom and gloom and with someone with my disability that meant a lot to someone with nothing. Today I collected the keys to my new flat and I feel so happy knowing that me and my dogs have a new home we now can call ours, I hope your management read this email and congratulate you as well, from the bottom of my heart thank you for all you did in finding me a home.

### **Electrical Team**

Mr \*\*\*\*\* said, I live at Whitecross Gardens, I had an electricity check at my address on Monday. I would like to express my admiration for the professional and friendly service I received today. I was not only given advice on energy savings and fittings but he also fixed a problem I had reported without complaint or fuss. He was friendly

professional and a credit to your team, please pass on my thanks to the gentleman and thank you for a great overall service provided by your team.

**Housing Management**

Mr \*\*\*\*\* said, After 3 years in Derby Homes accommodation the service I receive is excellent I can't fault anything so far thank you to all the staff especially at Bingham Street and Alvaston Library.