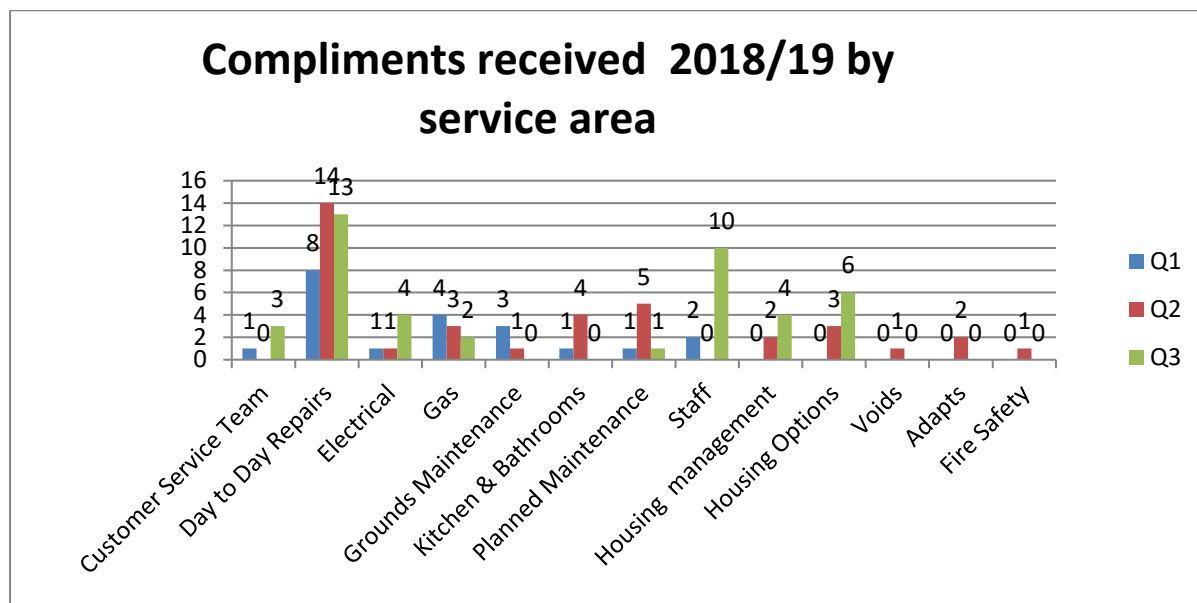


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## COMPLIMENTS

During Q3 there were 43 compliments recorded.



### Day to Day repairs

Mr XXX emailed a compliment "We had a plumber out to a leaky tap. I didn't catch his name but wanted to say how friendly, nice and happy to help he was. He did the job well, quickly and left no mess at all. A brilliant job, well done by a nice guy. Please let his managers know this. He is a credit to you.

### Gas Team

Mrs XXX called to say thank you for the urgent gas fire repair she has had done... the man that visited was very nice and friendly, did a great job and was very efficient.

### Electrical Team

Mrs XXX called to compliment the young engineer that was at her property for repairs following electrical check. She mentioned that he was polite, sociable and focused on his task. She was very pleased with him.

### Cleaning & Grounds Maintenance

Mrs XXX emailed after garden maintenance was completed, "The lads have done a great job cutting all the bushes, and tidying after themselves. They did the job with pride and passion. Please pass on my appreciation to the lads."

### Staff

Miss XXX expressed her thanks after an issue had been dealt with by XXX concerning the tenant's address being carded in error.

**Housing Options**

Mr XXX emailed, regarding a member of staff, "I just want to say a massive thank you, you have been an absolute angel, you have gone back and beyond to help us out and I really appreciate it, I don't think you workers get the praise you deserve..."

**Housing Management**

Miss XXX provided very positive answers to her 'New Tenant Survey', and thanked Derby Homes Staff for all of their hard work-

"I have been supported & helped wonderfully and I appreciate it a lot. Thank you to the staff of Derby Homes. They all work very hard and do what they can to a very high standard. From signing up onto Homefinder, to moving house, everything was quick & easy. Far simpler than private housing or other housing associations."

**Customer services**

Miss XXX wanted to compliment the member of staff who had taken the time to find her an important contact number.

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.

## COMPLAINTS

The new complaints policy and procedure was approved by the Operational Board and has been implemented since November 2018.

The new procedure refers to complaints and appeals against the outcome of the complaint investigation.

As this change came in part way through a quarter in this report will refer to the new categories as follow:

- Complaint = Stage One
- Appeal = Stage Two
- Designated Person / Housing Ombudsman = Stage Three.

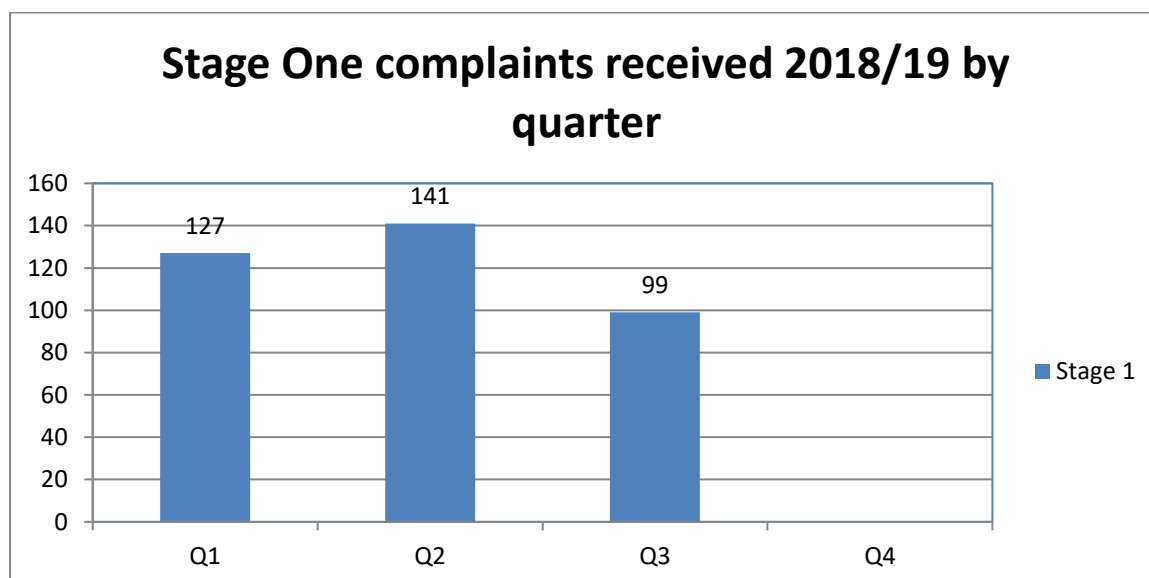
### STAGE ONE COMPLAINTS Q3

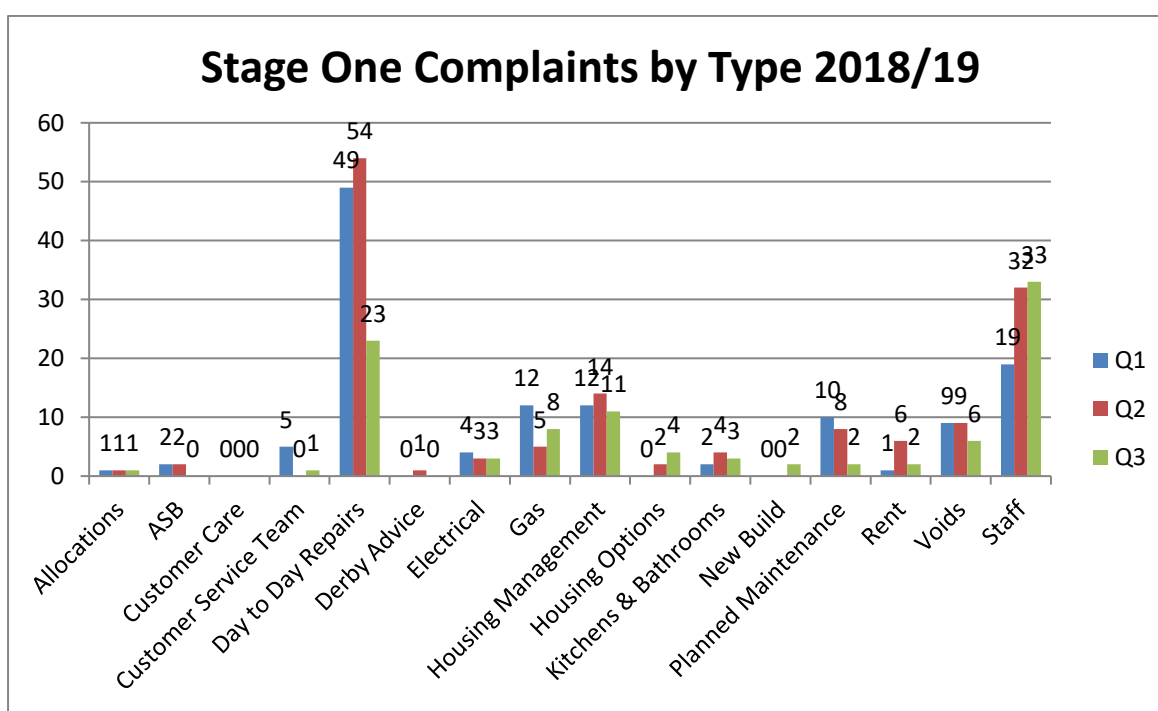
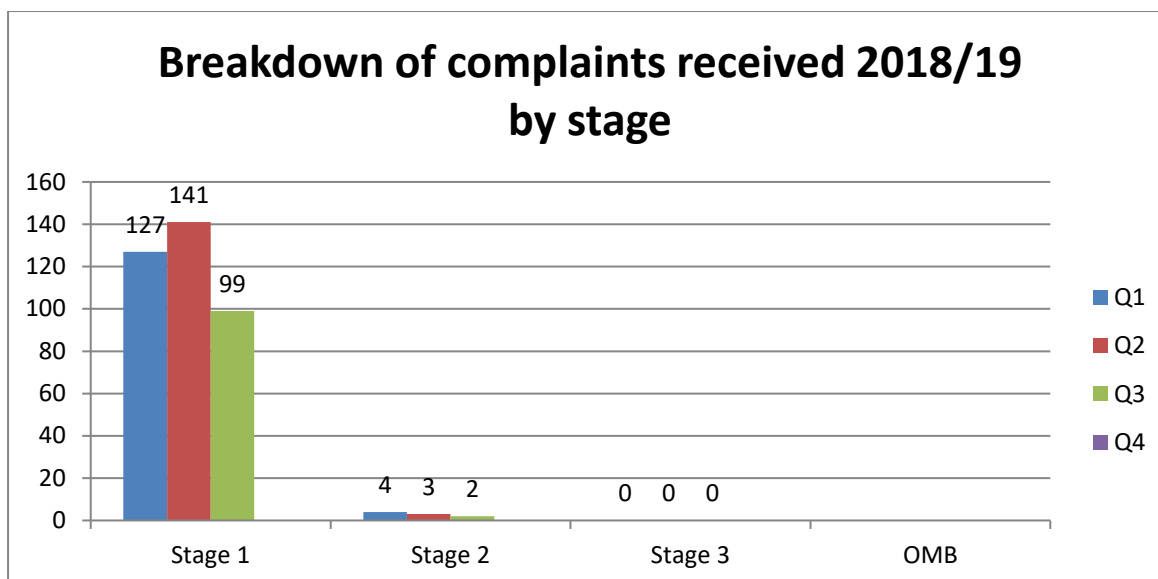
During Q3, 2018/19 there has been a total of 99 Stage One complaints recorded.

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

	2016/17	2017/18	2018/19
<b>Q1</b>	131	122	127
<b>Q2</b>	138	109	141
<b>Q3</b>	125	85	99

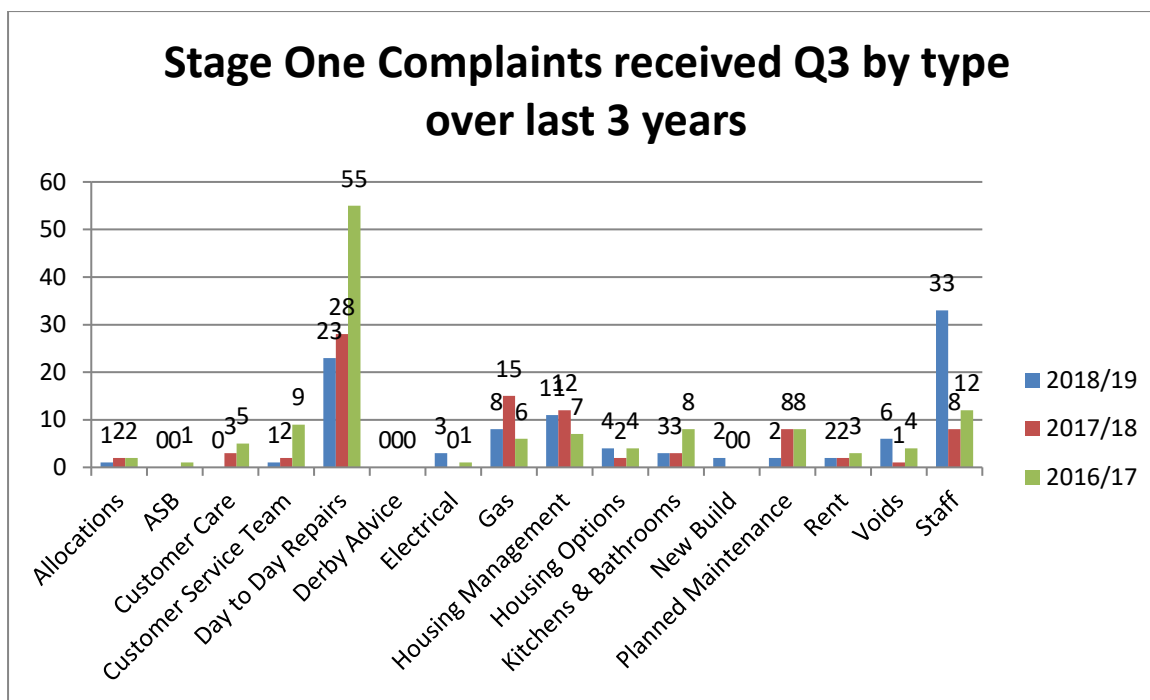
There is an increase of 14 from Q3 the previous year.





There was a significant decrease of complaints for day to day repairs.  
Complaints about staff remain consistence with Q2.

Further analysis around staff complaints is to be undertaken and presented to Senior Management Team.



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

Staff- 33

Day to Day Repairs - 23

Housing management - 11

### Breakdown of the top three departments which received the highest number of complaints in Q3

Day to Day Repairs - Total 23	Housing Management - Total 11	Staff - 33
Delay in repair – 4	Property clearance charges – 1	Housing Management - 8
Refused requests by DH- 2	Recharges following decant – 1	Customer service Team- 1
Compensation claims- 5	Tenancy sustainment charges - 1	Electrical - 4
Contractor – 3	Ongoing charges Furniture Pack- 1	Day to day -7
Missed appointment – 1	Complaint re neighbour - 1	Income Team- 1
Kitchen needs removing for damp proofing - 1	Boundary dispute – 1	Income Recovery- 2
Workmanship - 5	Damp & blown windows - 1	Capital Works- 1
Plasterwork degrading post fire- 1	Permit conditions on self-built structure- 1	Homeless Services -1
Mould - 1	Refused furniture pack carpets - 1	Rent/HB- 1
	Parking fines incurred - 1	Voids - 1
	Pictures taken inside property - 1	Intensive Housing Management - 1
		Anti-Social Behaviour - 1
		Gas - 3
		Leasehold - 1

### Complaints closed in Q3 2018/19

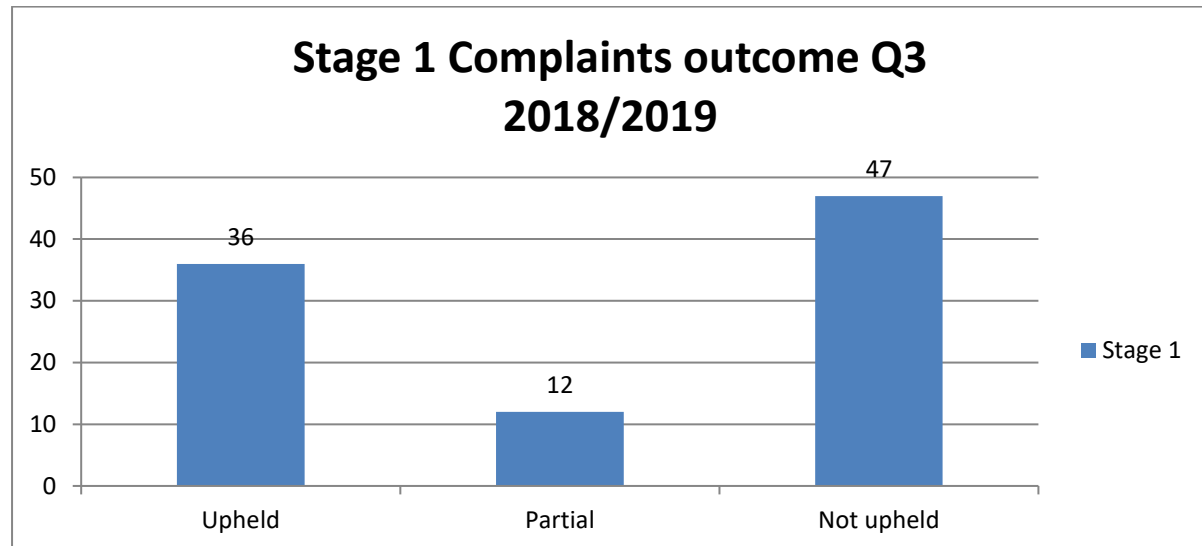
There was a total of 95 complaint closed in Q3

Stage One breakdown of complaints closed

Upheld - 36

Not upheld - 47

Partially upheld - 12



Analysis of the upheld complaints has shown some trends relating to staff complaints. During Q3, 13 staff complaints were upheld.

Small amounts of compensation was paid on 13 upheld complaints, 11 of these were in relation to complaints regarding Day to Day repairs.

### Breakdown of all complaints outcome by service area

	Closed	Upheld	Partial	Not upheld
Day to Day	25	12	1	12
Housing Management	14	3	0	11
Gas	6	2	0	4
Planned Maintenance	0	0	0	0
Staff	32	13	9	10
Customer Service Team	1	0	0	1
Housing options	4	0	0	4
Rent / HB	3	0	1	2
Voids	8	5	0	3
Kitchens & Bathrooms	2	1	1	0
Allocations	0	0	0	0
ASB	1	0	0	1
Electrical	3	2	0	1

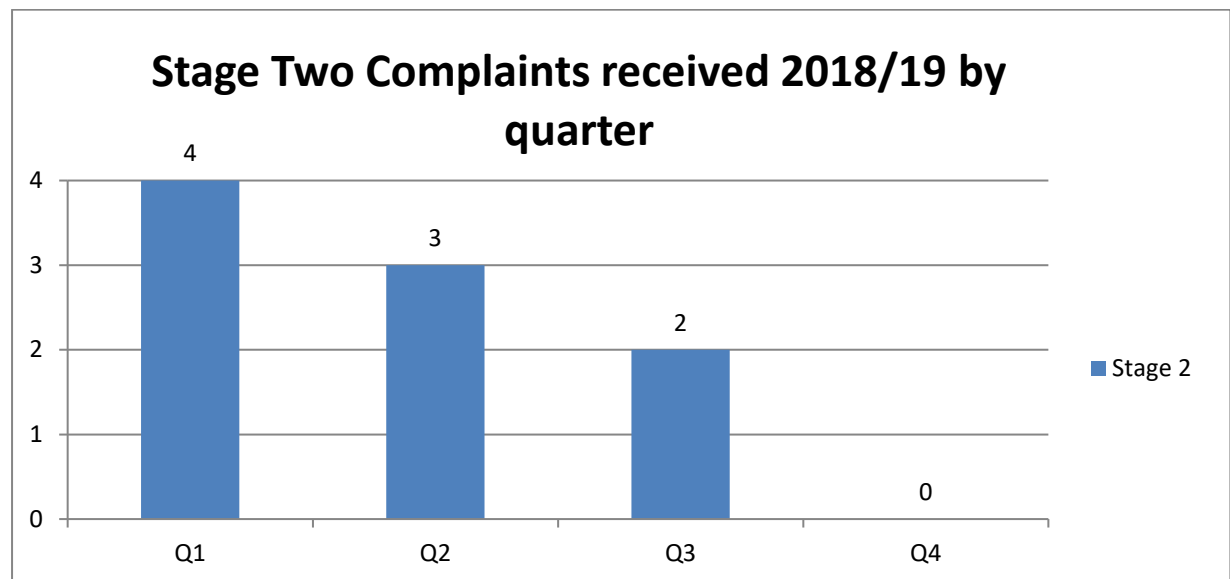
During this quarter the Day to Day Repairs team completed 6872 jobs.

## STAGE TWO COMPLAINTS

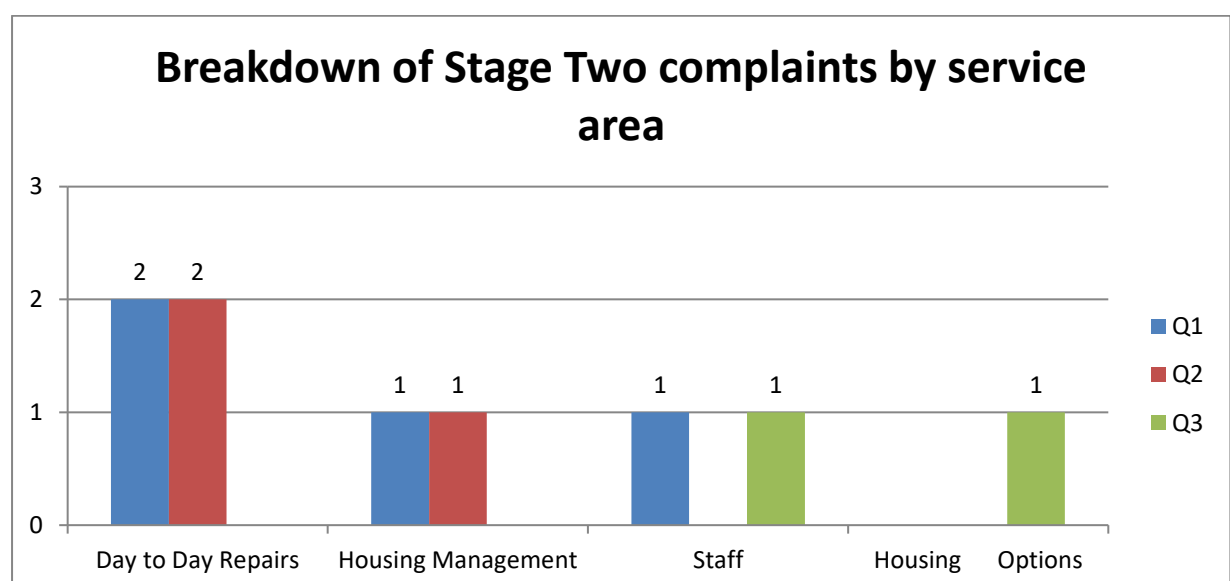
During Q3, 2018/19 there has been a total of 2 Stage Two complaints recorded.

### Stage 2 complaints over last 3 years

	2016/17	2017/18	2018/19
<b>Q1</b>	4	2	4
<b>Q2</b>	1	8	3
<b>Q3</b>	2	4	2



During Q3, 2 Stage Two complaints were received and 3 were closed. One complaint was upheld and two complaints were not upheld.





**STAGE THREE COMPLAINTS**

No Stage Three complaints have been received in Q3

Stage Three complaints received over last 3 years

	2016/17	2017/18	2018/19
<b>Q1</b>	1	0	0
<b>Q2</b>	0	0	0
<b>Q3</b>	0	0	0

**COMPENSATION**

In total during Q3 of 2018/19 £960 compensation has been paid out. All payments were paid directly onto the rent account.

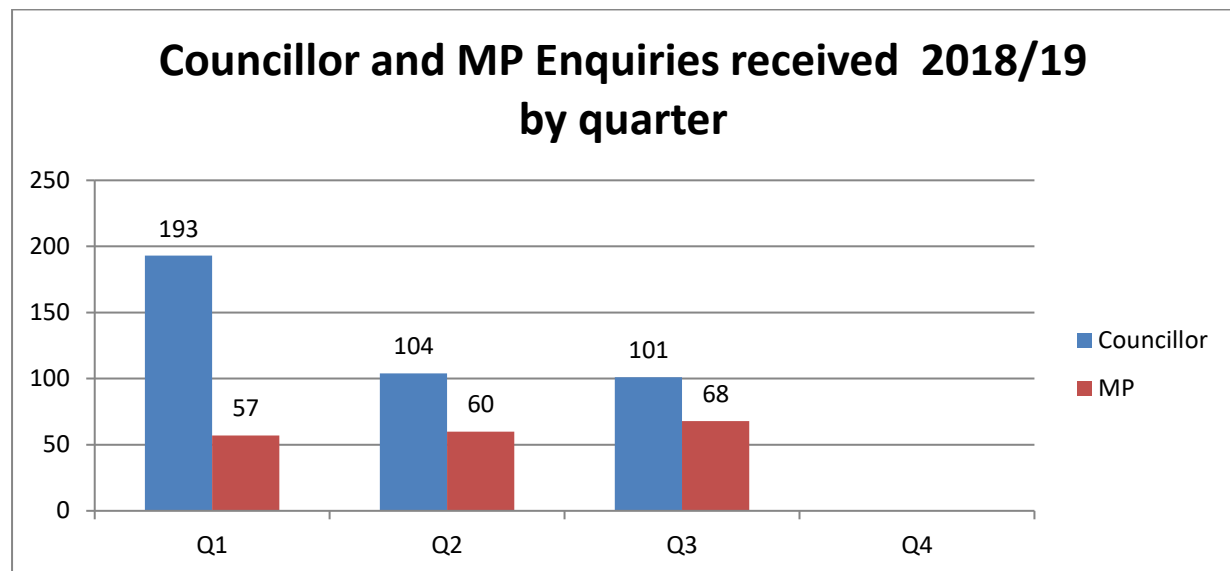
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

<b>Team</b>	<b>Amount paid</b>	<b>Number of payments made</b>	<b>Notes</b>
Day to Day Repairs	£760	9	Missed appointment x2 - £20 Damaged flooring - £ 300 Flooring incorrectly pulled up - £200 Damaged caused by faulty extractor fan £30 2 x Damaged décor (leaks) - £50/£100 Without water supply - £30 Soft furnishings soiled post job- £30
Gas	£90	3	Damage to décor - £40 2 x Property damaged- £10/£40
Electrical	£10	1	Missed appointment.
Housing management	£100	1	Overhanging trees cut back.
<b>Total</b>	<b>£960</b>	<b>14</b>	

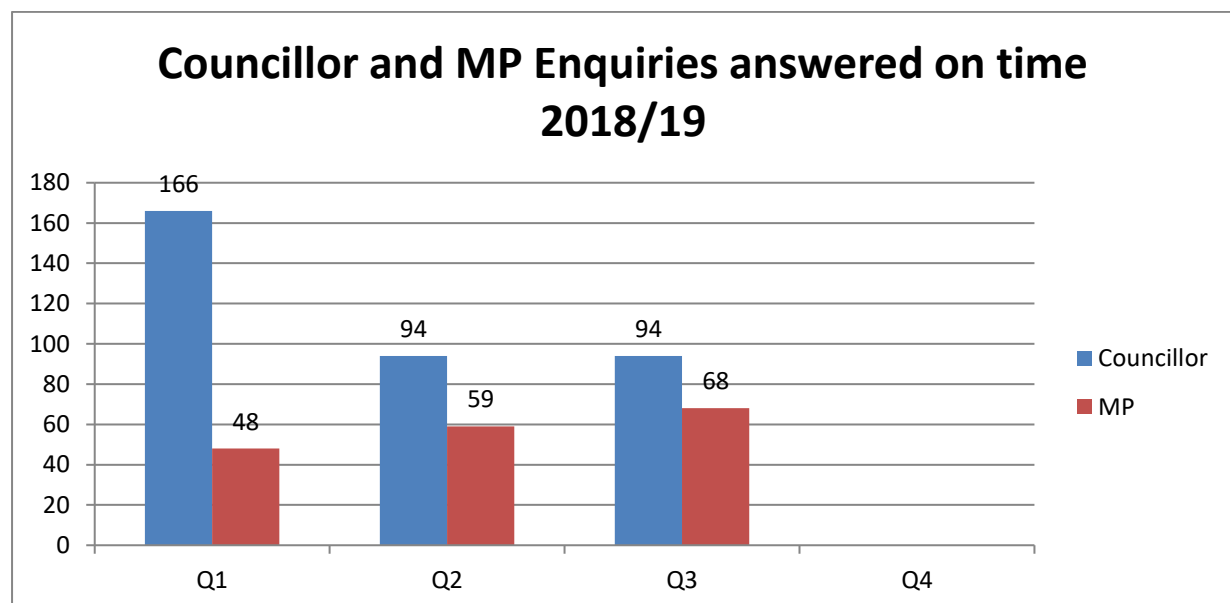
## COUNCILLOR/MP ENQUIRIES

During Q3 2018/19 there was 101 Councillor and 68 MP enquiries received.



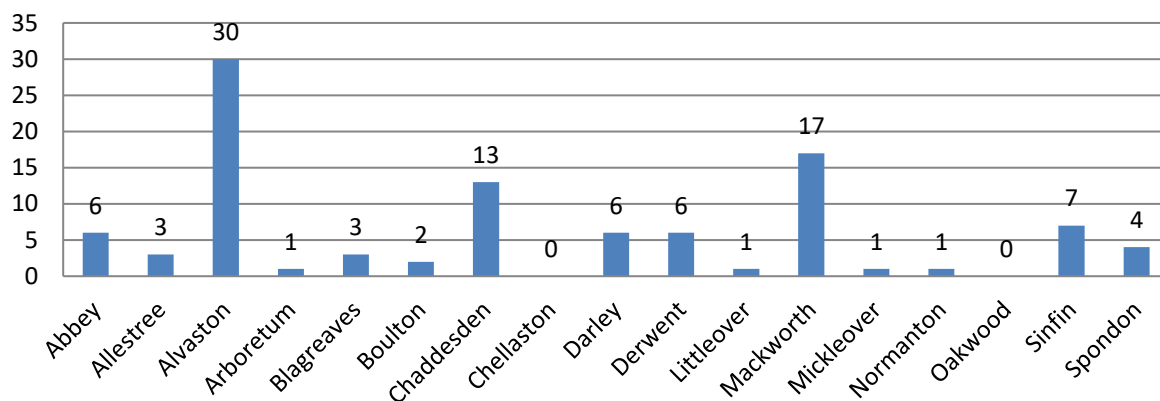
During Q3 94 Councillor and 68 MP enquiries were responded to on time.

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

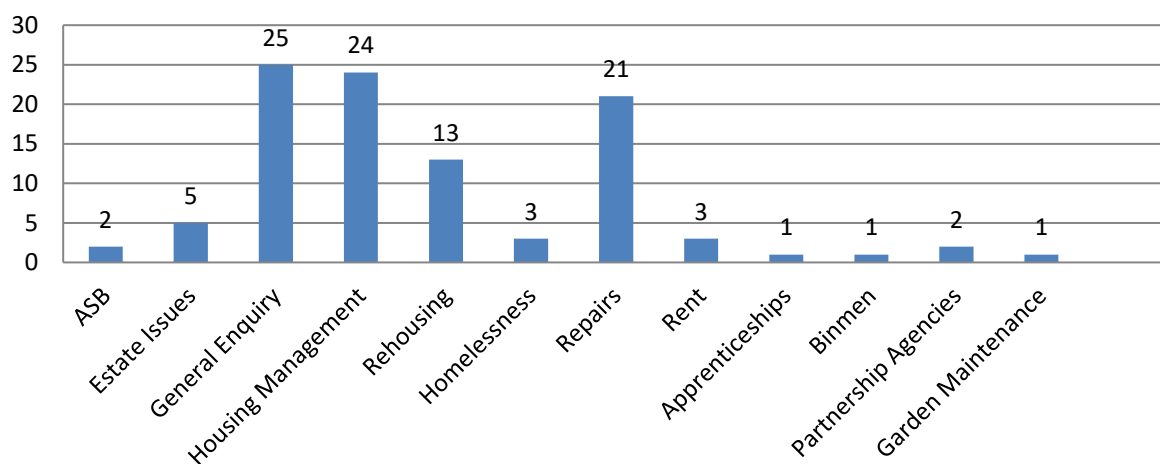


During Q3 100% of all MP Enquiries were answered on time.

### MP and Councillor Enquiries received by ward Q3 2018/19



### Councillor Enquiries by category Q3 2018/19



### MP Enquires by Category Q3 2018/19

