

# **Derby Homes**

## **COMPLAINTS & COMPLIMENTS REPORT 2018/19**

**2018/19  
Quarter 2**

## **INDEX**

<b>STAGE ONE COMPLAINTS</b>	<b>PAGE 3</b>
<b>STAGE TWO COMPLAINTS</b>	<b>PAGE 7</b>
<b>STAGE THREE COMPLAINTS</b>	<b>PAGE 8</b>
<b>COMPENSATION</b>	<b>PAGE 8</b>
<b>COUNCILLOR/MP ENQUIRIES</b>	<b>PAGE 9</b>
<b>COMPLIMENTS</b>	<b>PAGE 12</b>

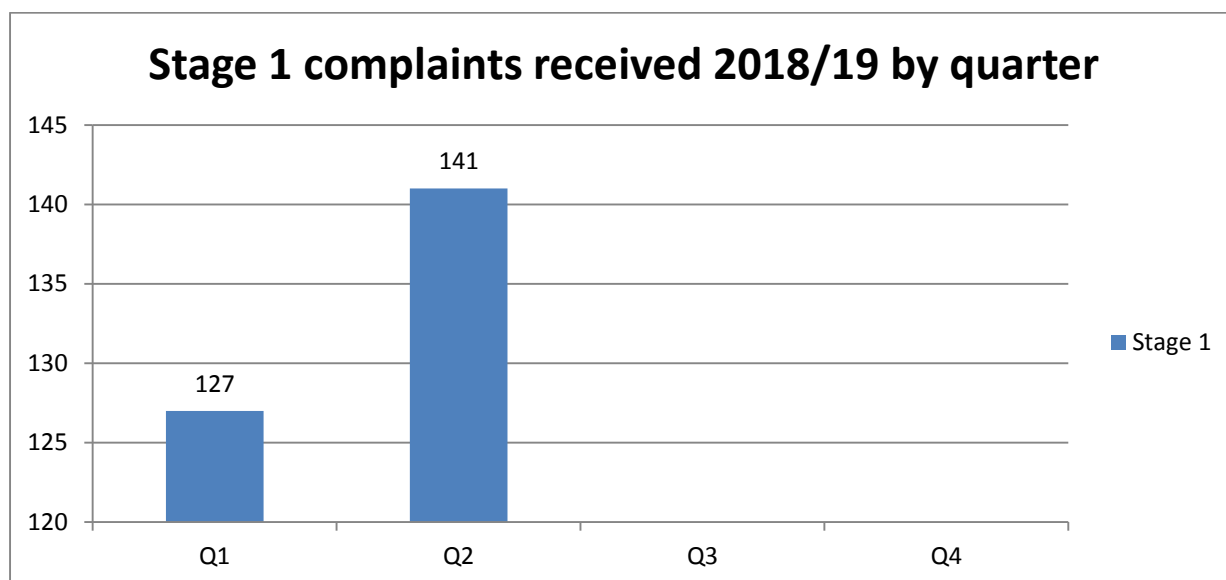
## COMPLAINTS

### STAGE ONE COMPLAINTS Q2

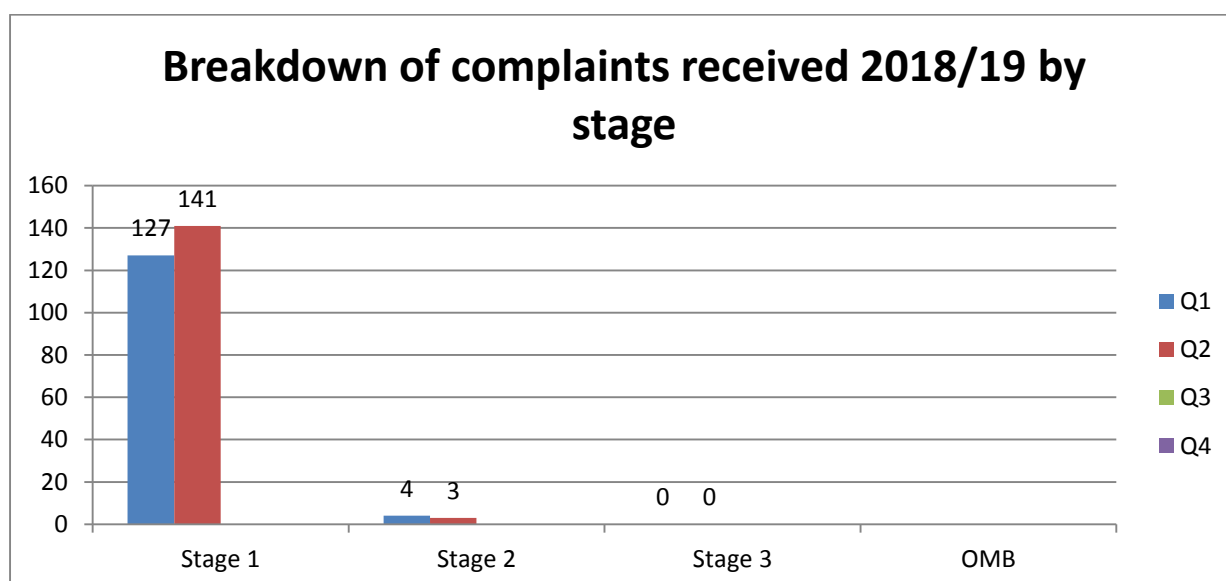
During Q2, 2018/19 there has been a total of 141 Stage One complaints recorded.

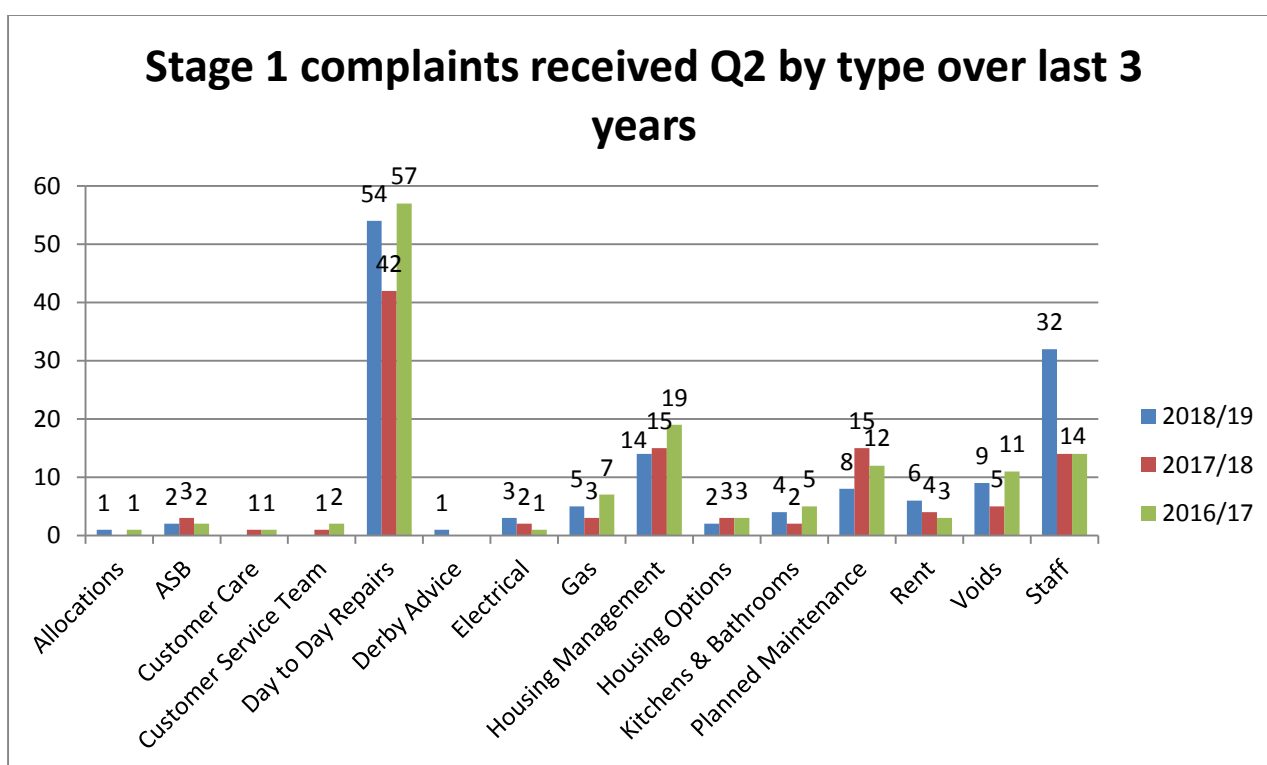
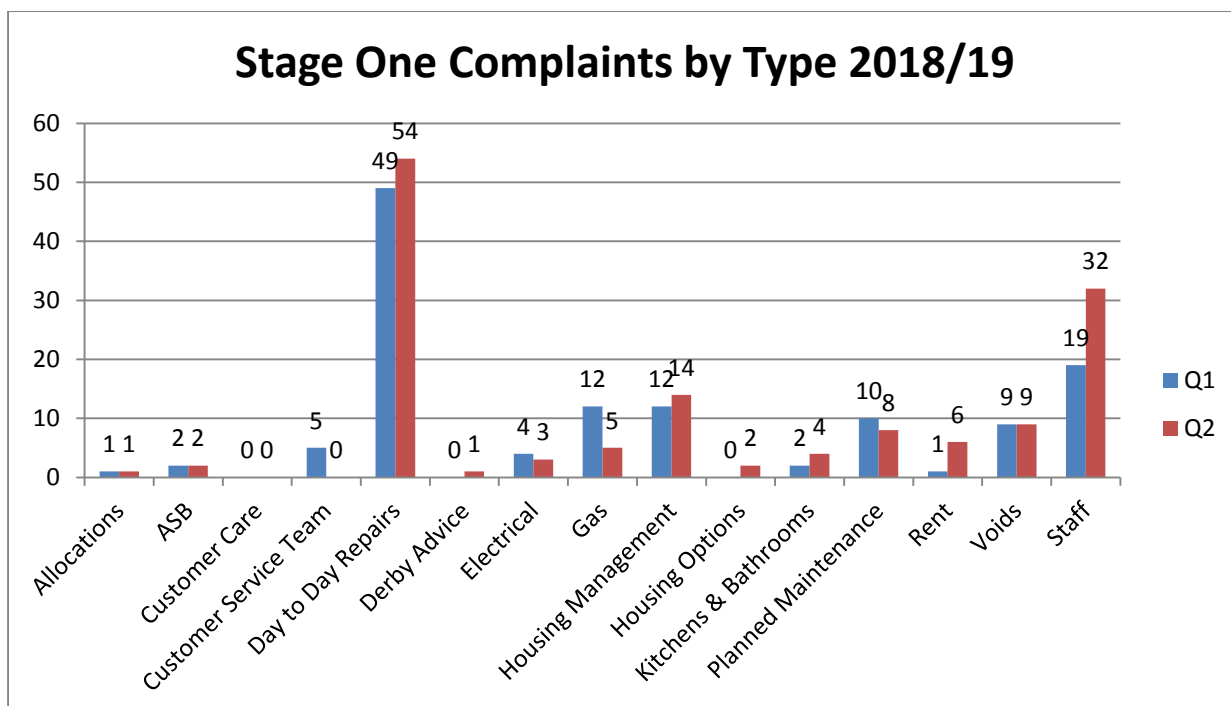
**Stage One complaints received over last 3 years**

	2016/17	2017/18	2018/19
Q1	131	122	127
Q2	138	109	141



There has been a significant increase in the number of Stage One complaints received during Q2 in comparison to Q2 2017/18, with 32 more complaints received.





The largest number of complaints received were relating to the following teams:  
 Day to Day Repairs – 54  
 Staff- 32  
 Housing management - 14

## Breakdown of the top three departments which received the highest number of complaints in Q2

Day to Day Repairs - Total 54	Housing Management - Total 14	Staff - 32
Delay in repair – 28	Rehousing application – 1	Housing Management- 5
Refused repair requests- 2	Boundary issue – 1	Customer service Team- 5
Damage to property / compensation – 6	Complaints about neighbours/ members of public- 2	Gas Team- 2
Boundary/fencing- 3	Furniture Pack- 3	Day to day -10
Missed appointment – 4	Carpet issues- 3	Income Management- 3
Pest Control – 1	Parking – 2	Planned Maintenance- 4
Mould – 5	Permit refusal -1	Housing Options 2
Trees - 2	Over grown trees affecting non DH property- 1	New build- 1
Compensation claim - 3		

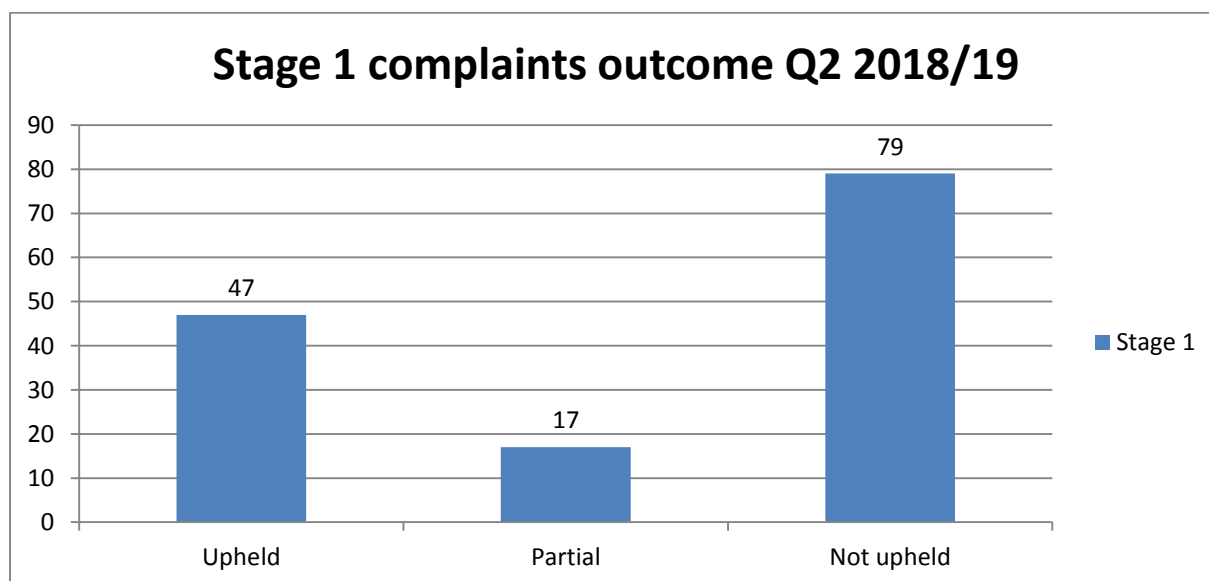
## Complaints closed in Q2 2018/19

Stage One breakdown of complaints closed

Upheld - 47

Not upheld - 79

Partially upheld - 17



Analysis of the upheld complaints has shown some trends relating to outstanding repair work, unresolved repair issues, procedural timescales for repair work and outstanding Voids work.

Alongside this there has been an increase in the numbers of complaints about poor driving from employees in Derby Homes vehicles.

### **Breakdown of all complaints outcome by service area**

	Closed	Upheld	Partial	Not upheld
Day to Day	55	21	8	26
Housing Management	13	3	1	9
Gas	7	3	2	2
Planned Maintenance	10	4	0	6
Staff	29	7	5	17
Customer Service Team	2	0	1	1
Customer Care	0	0	0	0
Housing Options	2	0	0	2
Rent / HB	5	1	0	4
Voids	9	6	0	3
Kitchens & Bathrooms	4	2	0	2
Allocations	2	0	0	2
ASB	3	1	1	1
Electrical	3	0	0	3
Derby Advice	1	0	0	1

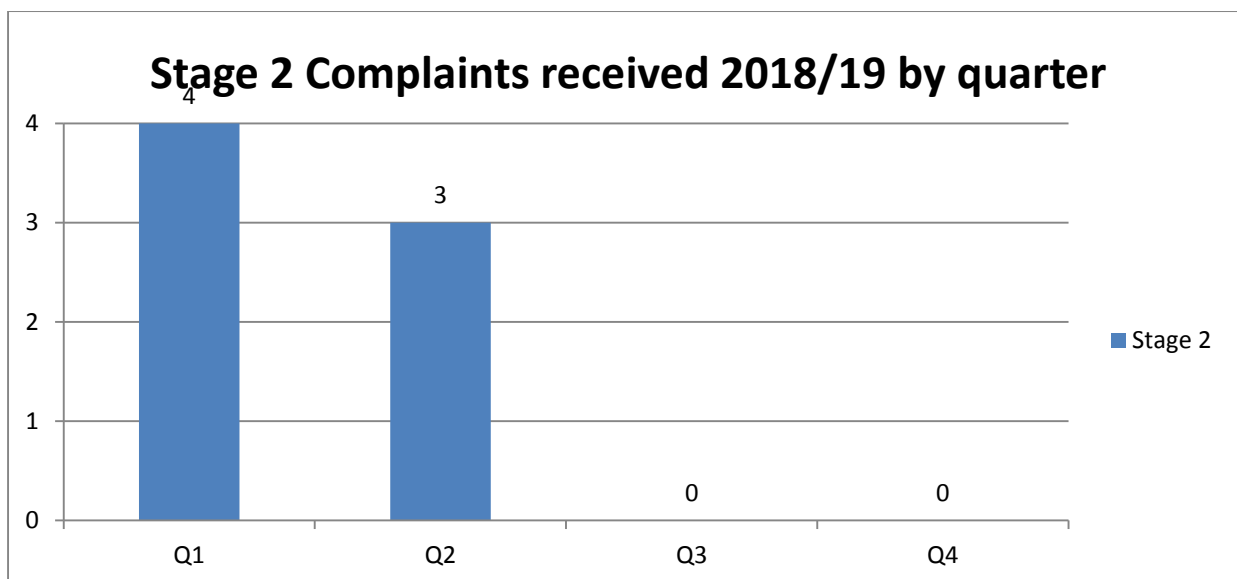
During this quarter the Day to Day Repairs team completed 8374 jobs.

### **STAGE TWO COMPLAINTS**

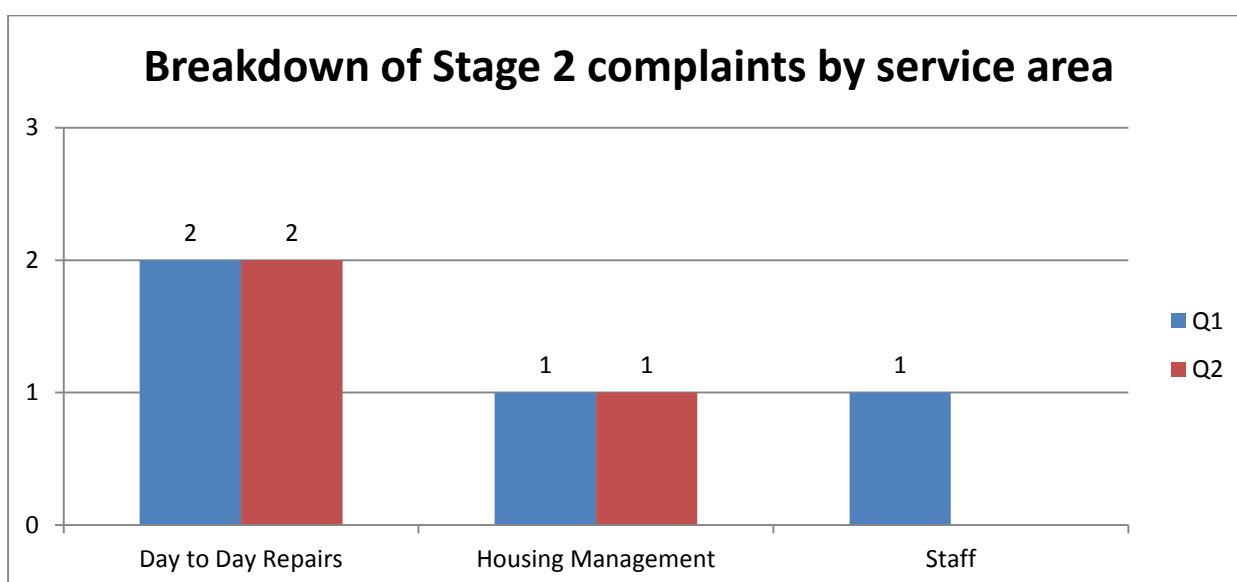
During Q2, 2018/19 there has been a total of 3 Stage Two complaints recorded.

#### **Stage 2 complaints over last 3 years**

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



Of the 2 Stage Two complaints resolved during Q2, 1 was upheld and 1 partially upheld.



## STAGE THREE COMPLAINTS

**Total Stage Three complaints for 2018/19**

**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

## COMPENSATION

In total during Q2 of 2018/19 £1693 compensation has been paid out. All payments were paid directly onto the rent account.

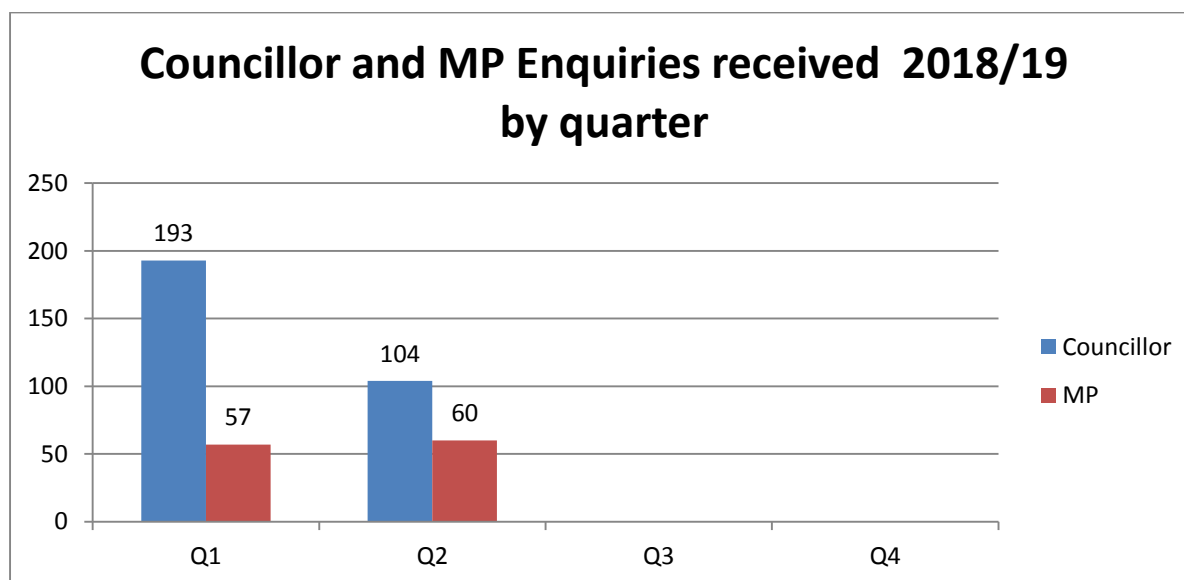
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

Team	Amount paid	Number of payments made	Notes
Day to Day Repairs	£285	4	
Gas	£30	1	
Voids	£1078	2	1 payment = £10 for missed appointment 1 payment = £1068 from the Void Budget following poor standard of let
Staff	£300	1	To compensate following a pushchair being disposed of

## COUNCILLOR/MP ENQUIRIES

During Q2 2018/19 there was 104 Councillor and 60 MP enquiries received.

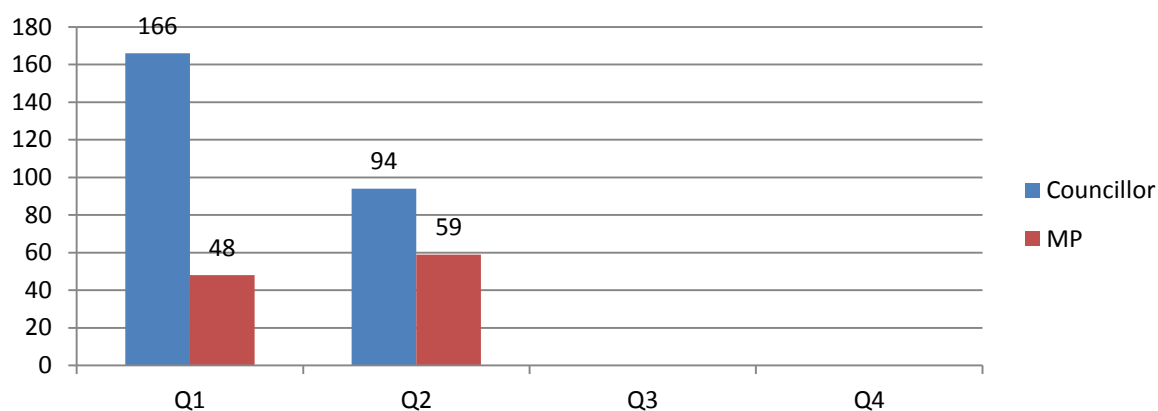


During Q2 94 Councillor Enquiries and 59 MP enquiries were responded to on time

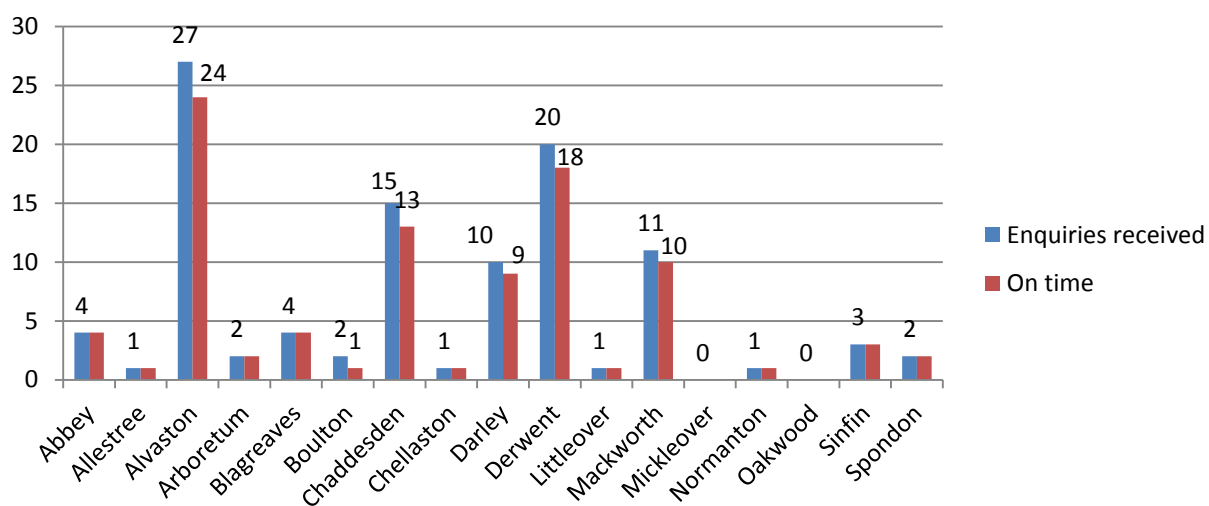
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



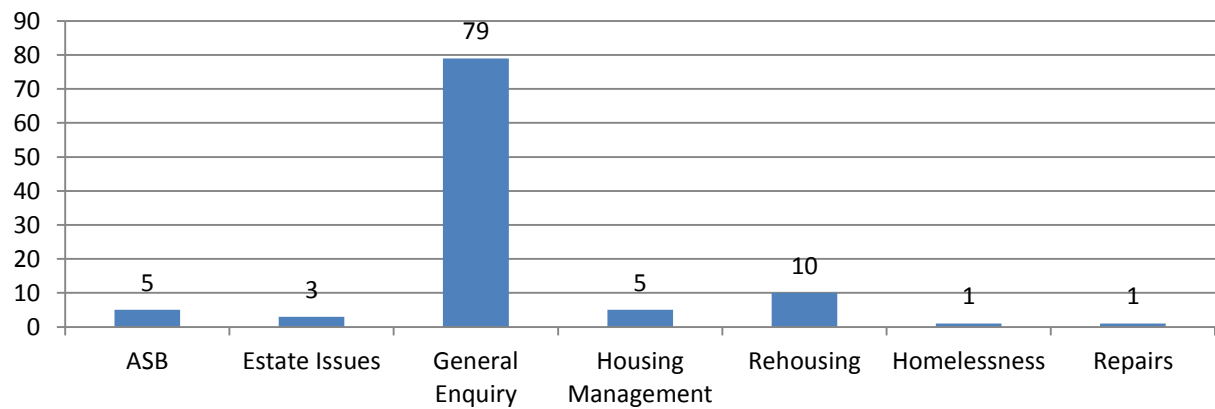
## Councillor and MP Enquiries answered on time 2018/19



## Enquiries received by ward Q2 2018/19



## Councillor Enquiries Q2 2018/19

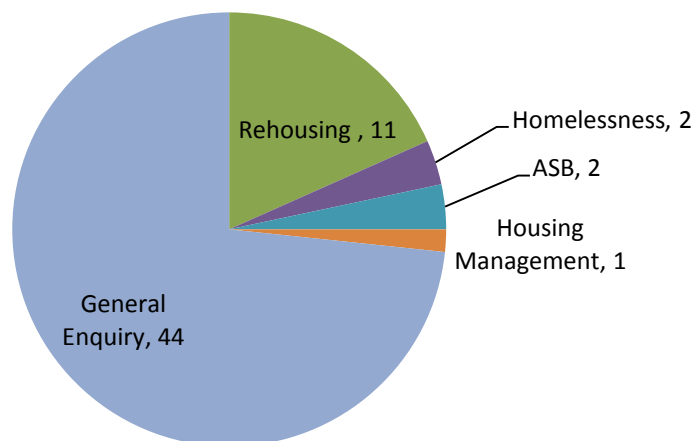


## MP Enquiries

There was a total of 60 MP Enquiries in Q2 2018/19

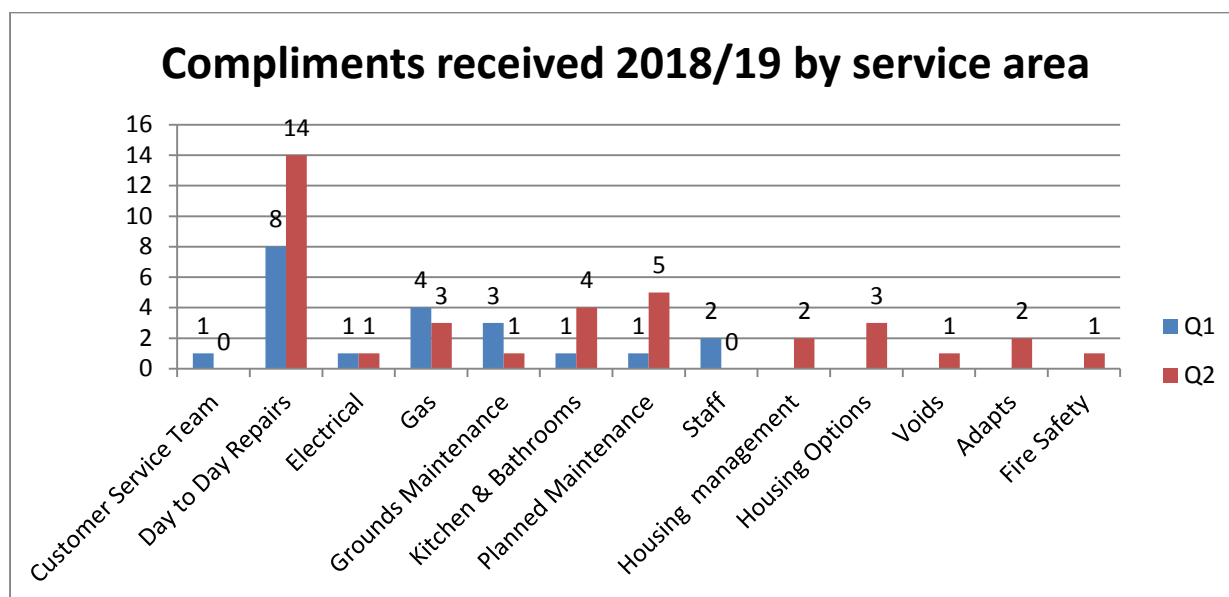
### Breakdown

## MP Enquiries Q2 2018/19



## COMPLIMENTS

During Q2 there were 37 compliments recorded.



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.

### Gas Team

Customer called to say a big thank you to our operative who attended to mend her boiler, the lady said that he was very kind and helpful, explained everything in simple terms for her to understand, the lady was very grateful

### Electrical Team

Customer phoned to compliment operatives, she said that the work itself was excellent but she was more impressed with his attitude. She said he was "lovely" and "really kind" and "professional". She wants him to know and his line manager to know and for him to be "recognised"

### Day to Day Repairs

Mrs XXXX called to say thank you very much to our engineers who attended the job. She said they are two of the nicest people she has ever had attend! She said he went above & beyond and helped with as issue with her back door, as well as completing the job he was there for.

### Kitchens & Bathrooms

I would like to thank the Derby Homes for the recent work carried out at my house (bathroom refurbishment). I would like to say special thanks to the workmen for a job well done.

### Fire safety

Thank you to the safety officers who visited. They gave me good advice, especially on fire doors and personal safety.