

Derby Homes

COMPLAINTS & COMPLIMENTS REPORT 2017/18

**2017/18
Quarter 1**

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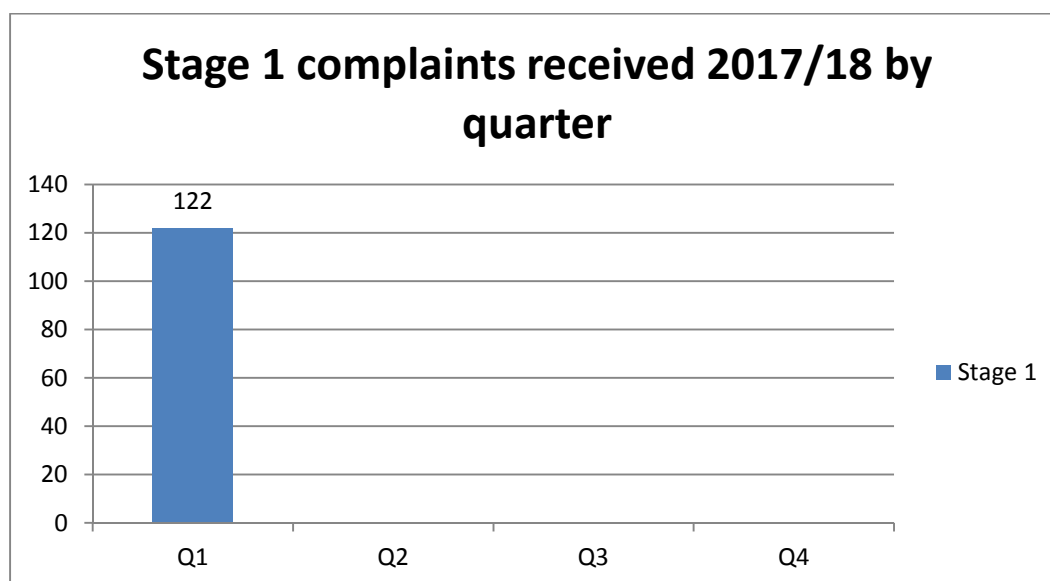
COMPLAINTS

STAGE ONE COMPLAINTS Q1

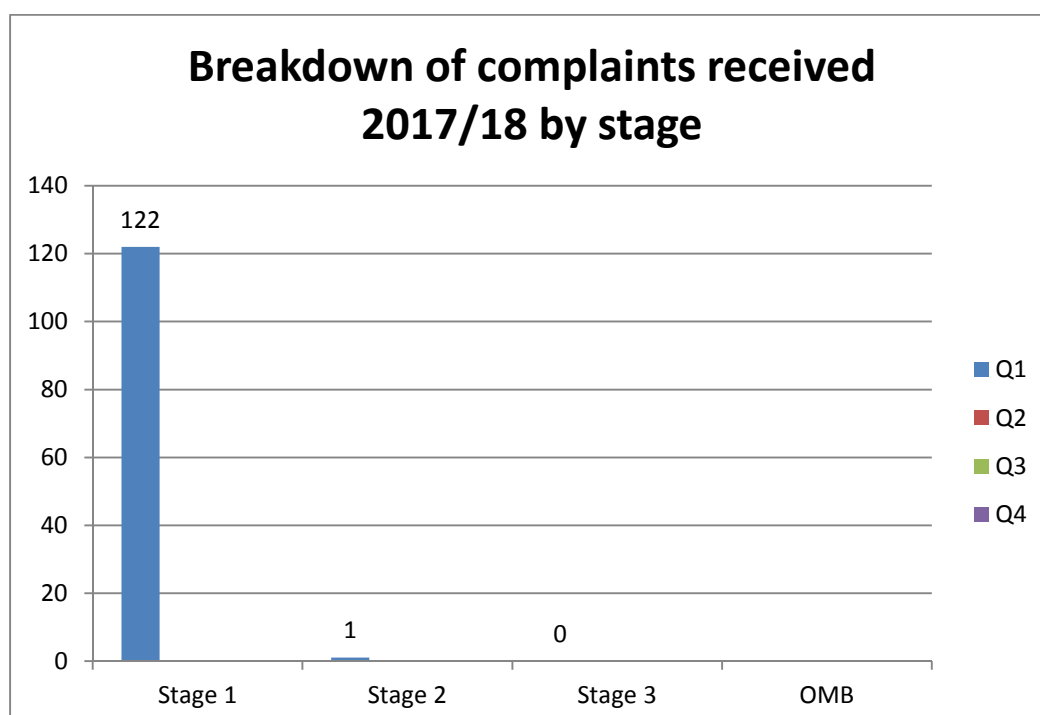
During Q1, 2017/18 there has been a total of 122 stage one complaints recorded.

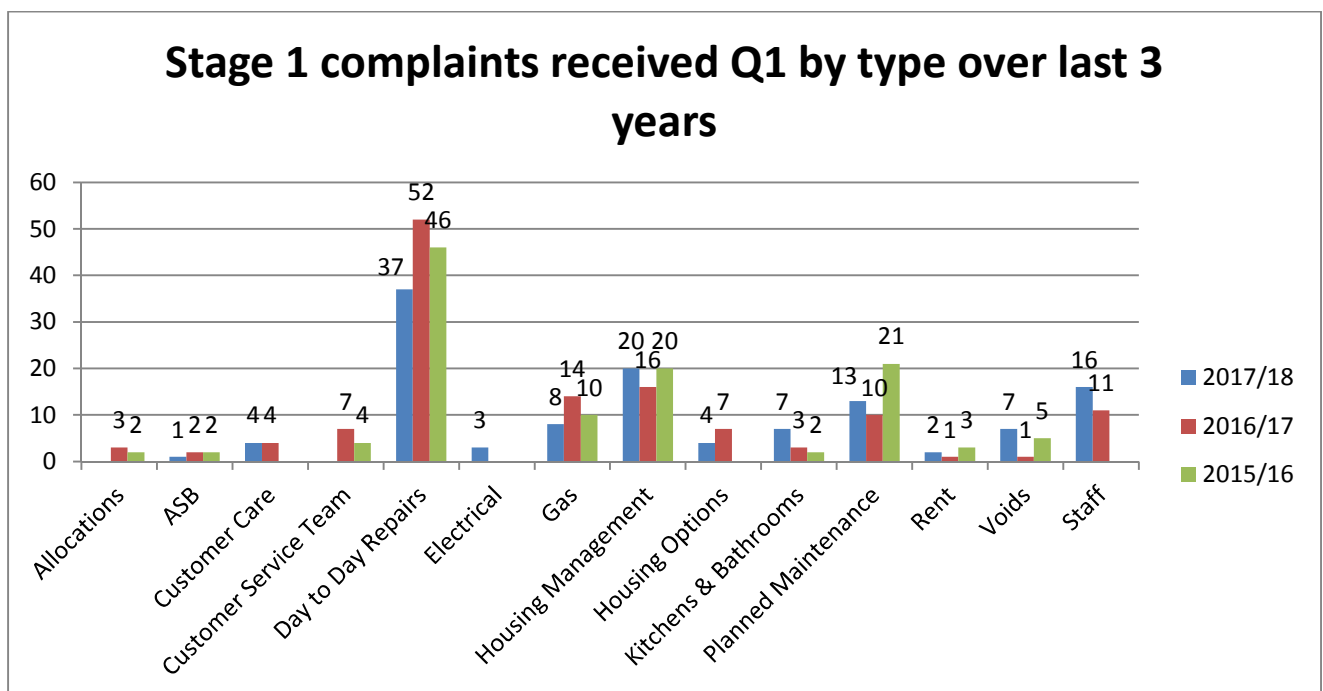
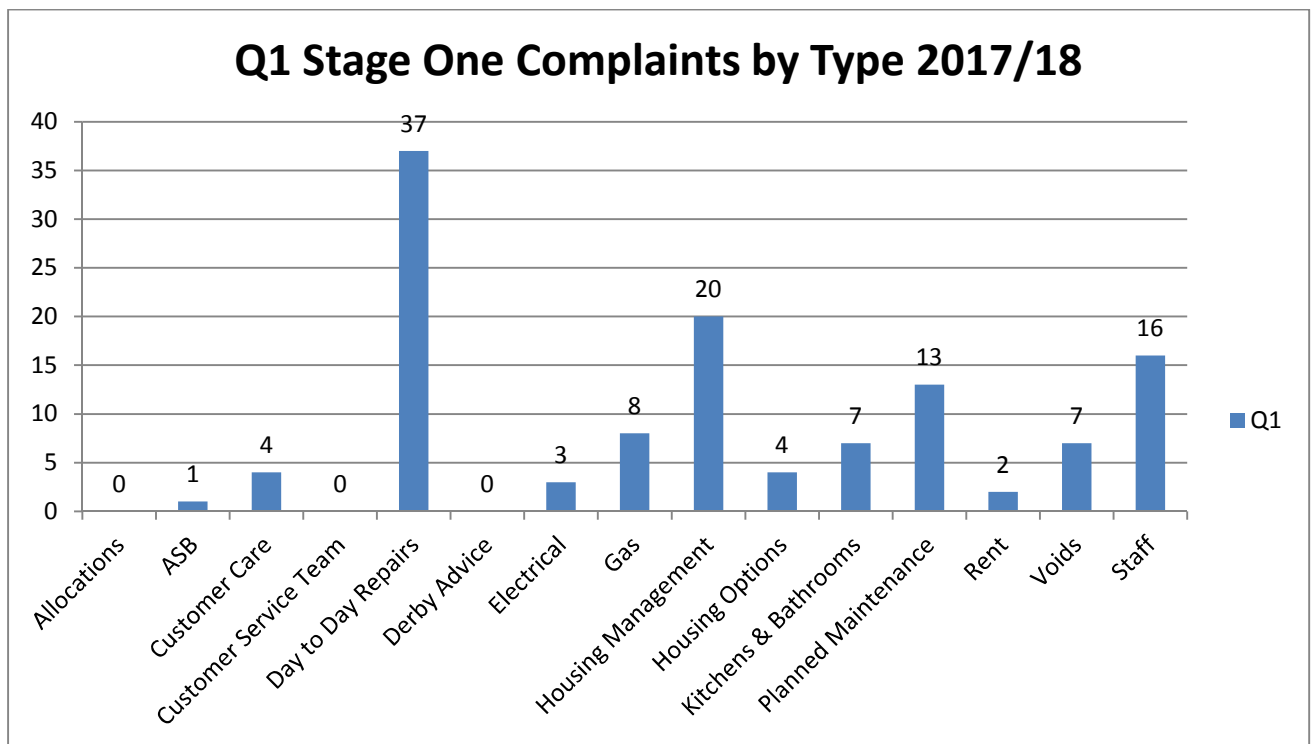
Stage One complaints received over last 3 years

	2015/16	2016/17	2017/18
Q1	116	131	122



There has been a very slight reduction in the number of Stage One complaints received during Q1 in comparison to Q1 2016/17, with 9 less complaints received.





The largest number of complaints received were relating to the following teams:
 Day to Day Repairs - 37
 Housing management - 20
 Staff - 16

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

Repairs and Maintenance - Total 37	Housing Management - Total 20	Staff – Total 16
Delay in repair -9	Recharges - 5	Housing Management - 5
Workmanship -6	Rehousing - 4	Repairs - 4
Damage to property / compensation -5	Compensation - 3	Customer Services - 4
Missed appointment -3	ASB - 2	Rents - 2
Work not complete -3	Gardens - 1	Gas - 1
Decision by officer -3	Damp - 1	
Mould and damp -2	Succession - 1	
External Contractor -2	Car park - 1	
Pest Control - 2	Tenancy advice - 1	
Condition of property - 1	Visit without prior notice - 1	
Recharge - 1		

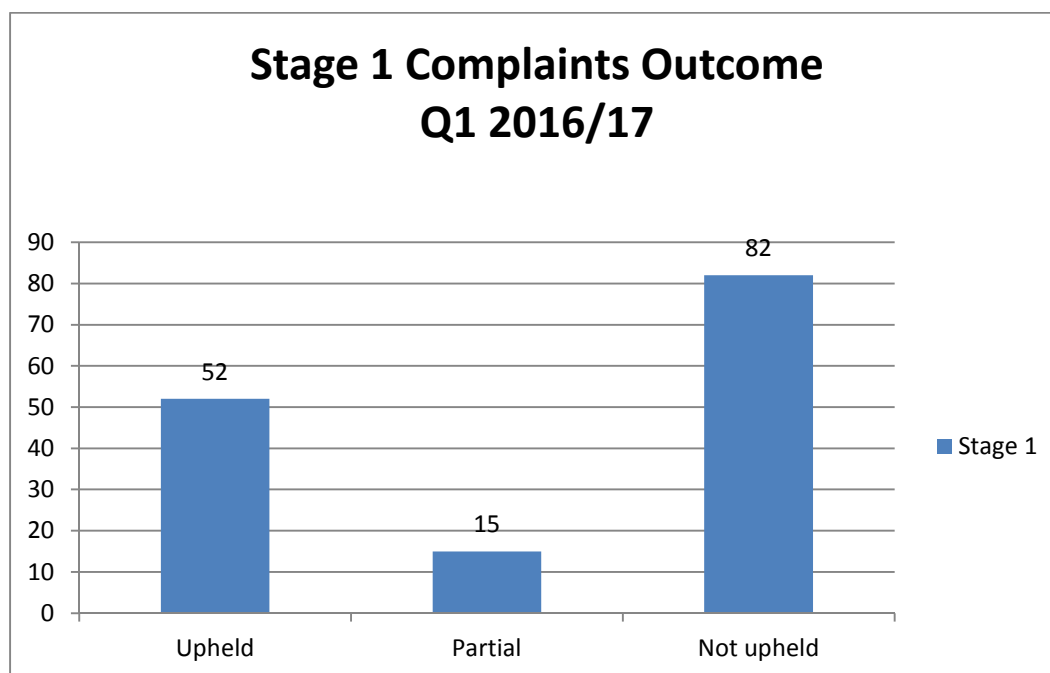
Total complaints closed in Q1 2017/18

Total closed - 151

Upheld - 53

Not upheld - 83

Partially upheld - 15



Breakdown of all complaints outcome by service area

	Closed	Upheld	Partial	Not upheld
Day to Day	66	31	6	29
Housing Management	17	4	1	12
Gas	18	6	1	11
Planned Maintenance	7	2	0	5
Staff	14	2	2	10
Customer Service Team	0	0	0	0
Customer Care	3	1	0	2
Housing Options	3	0	1	2
Rent / HB	3	1	0	2
Voids	8	2	1	5
Kitchens & Bathrooms	7	2	0	5
Allocations	0	0	0	0
ASB	1	0	0	1
Electrical	4	2	2	0

56% of the complaints received for the Day to Day Repairs service we upheld or partially upheld.

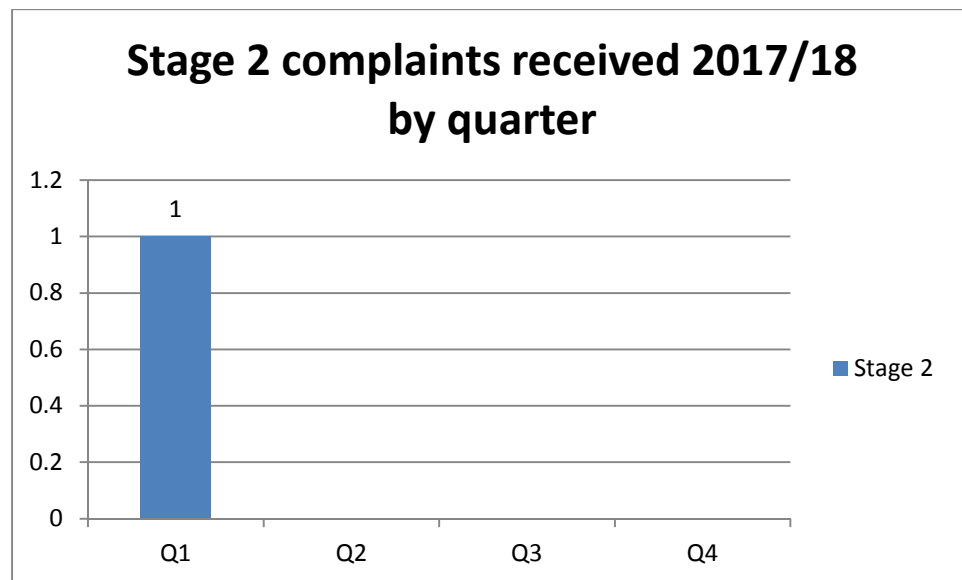
During this quarter the Day to Day Repairs team completed 9476 jobs.

STAGE TWO COMPLAINTS

During Q1, 2017/18 there has been a total of 1 stage two complaints recorded.

Stage 2 complaints over last 3 years

	2015/16	2016/17	2017/18
Q1	3	4	1



The stage two complaint received during Q1 was upheld, there was also a stage two complaint from the previous quarter which was not upheld.

STAGE THREE COMPLAINTS

Total Stage Three complaints for 2017/18

Q1: 0

Stage Three complaints received in Q1 over last 3 years

	2015/16	2016/17	2017/18
Q1	0	1	0

COMPENSATION

In total during Q1 of 2017/18 £775 compensation has been paid out. Out of this figure £700 was paid directly onto the rent account.

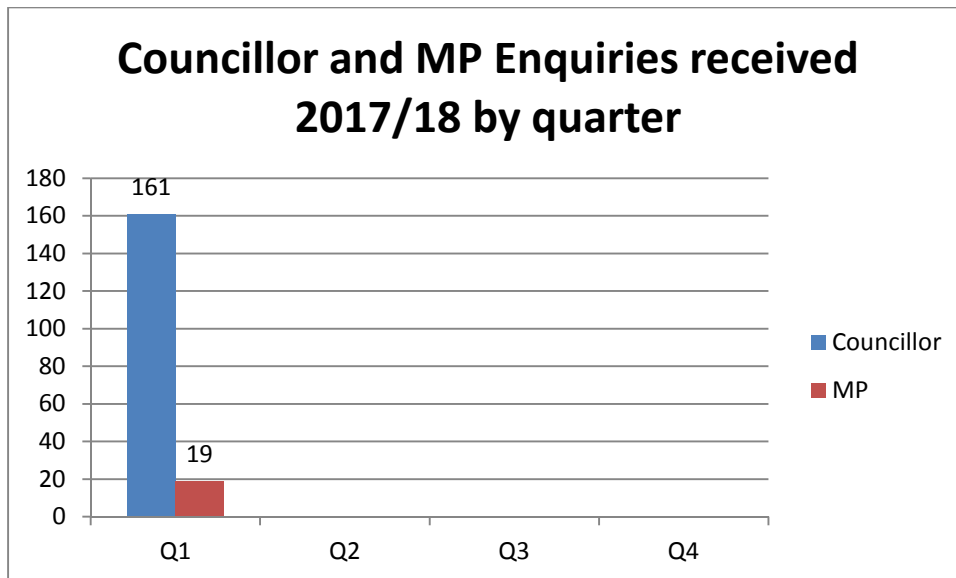
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£645	12
Voids	£75	1
Gas Team	£45	3
Customer Service	£10	1

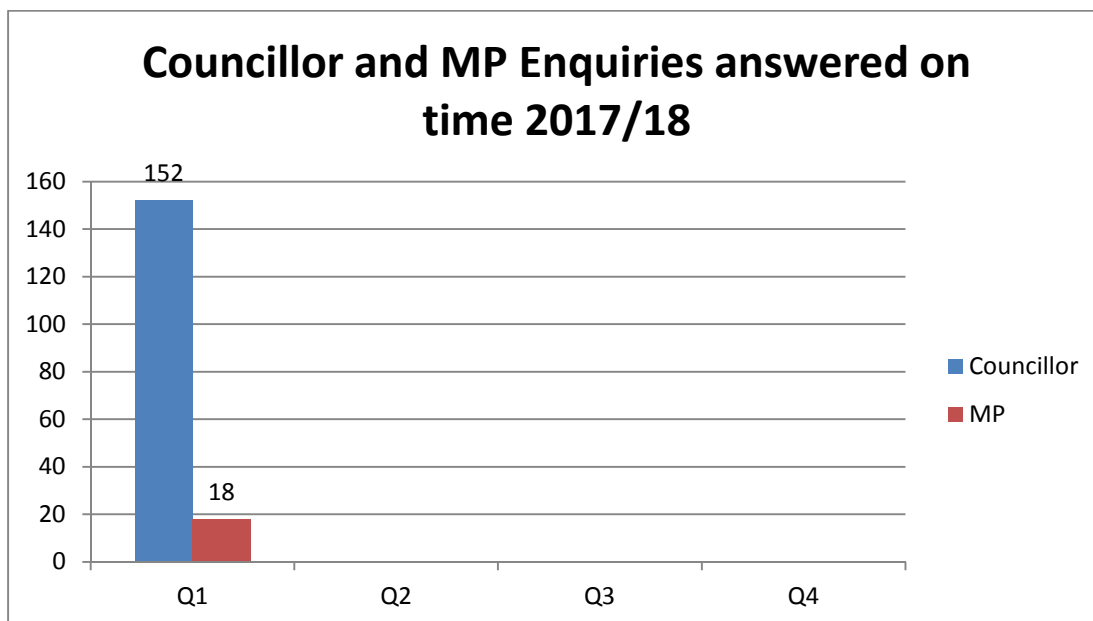
COUNCILLOR/MP ENQUIRIES

During Q1 2017/18 there was 161 Councillor and 19 MP enquiries received.

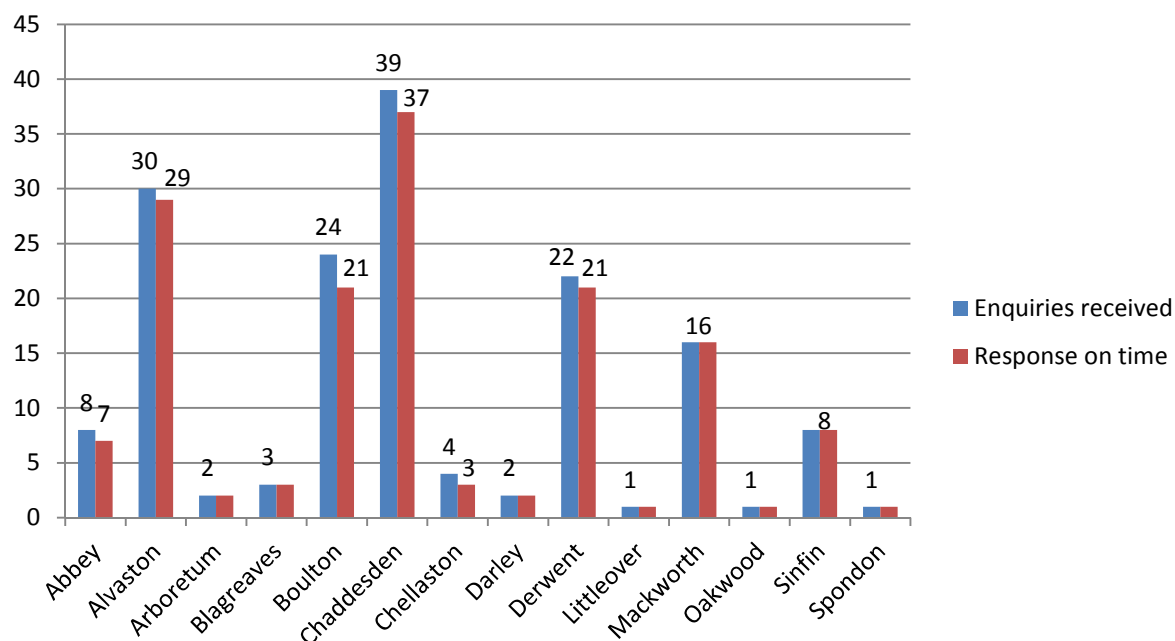


During Q1 152 Councillor Enquiries and 18 MP enquiries were responded to on time

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



Enquiries received by ward Q1 2017/18



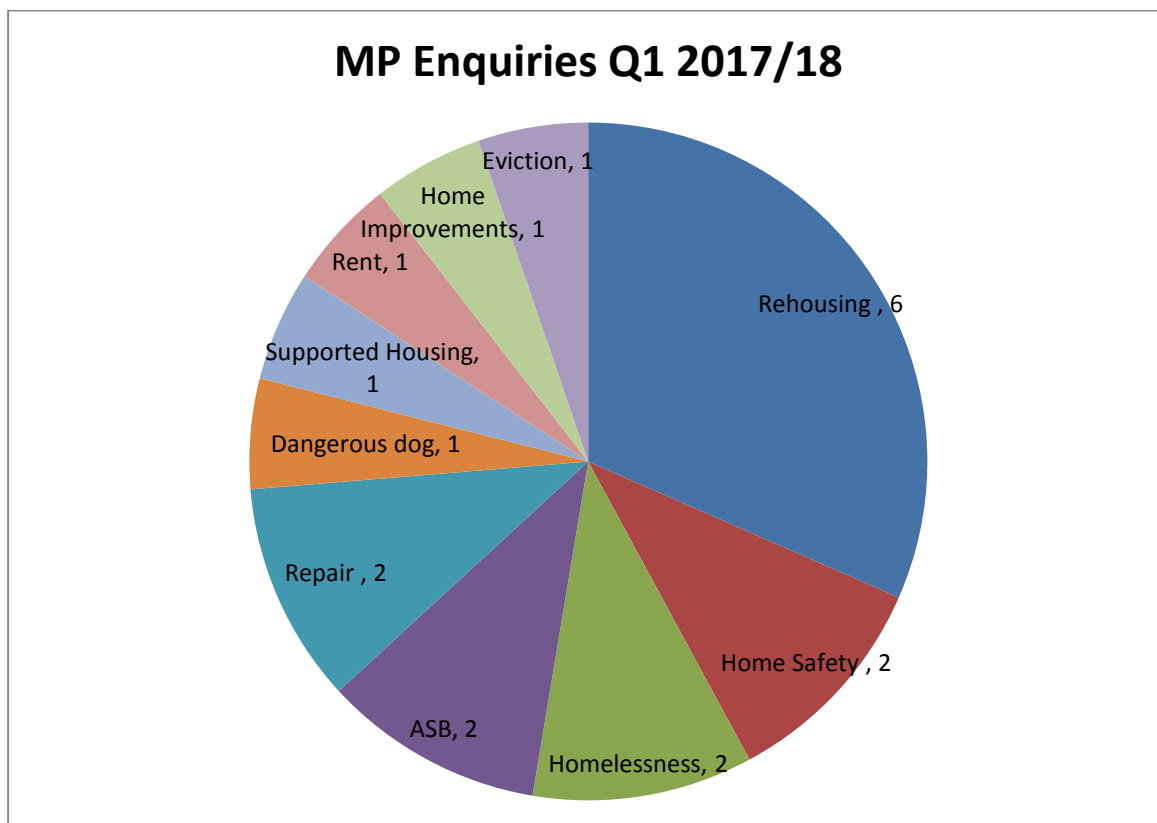
Breakdown of the three departments which received the highest number of Councillor Enquiries.

Housing Management - 80	Enquiries - 44	Estate Issues - 11
General - 20	General Enquiry - 20	Parking - 3
Repairs - 15	Communal - 4	Repairs - 3
Rehousing - 13	Parking - 3	Fly tipping - 2
Gardens - 8	Garden - 3	Communal - 2
Communal issues - 5	Health & Safety - 3	ASB - 1
Adaptations - 4	Rent - 2	
ASB - 4	Bins /Fly tipping - 2	
Rent - 3	Rehousing - 2	
Advice - 3	Repairs - 2	
Parking - 2	Tenancy advice - 2	
Pest Control - 1	Right to Buy - 1	
Condition of property - 1		
Decoration Scheme - 1		

MP Enquiries

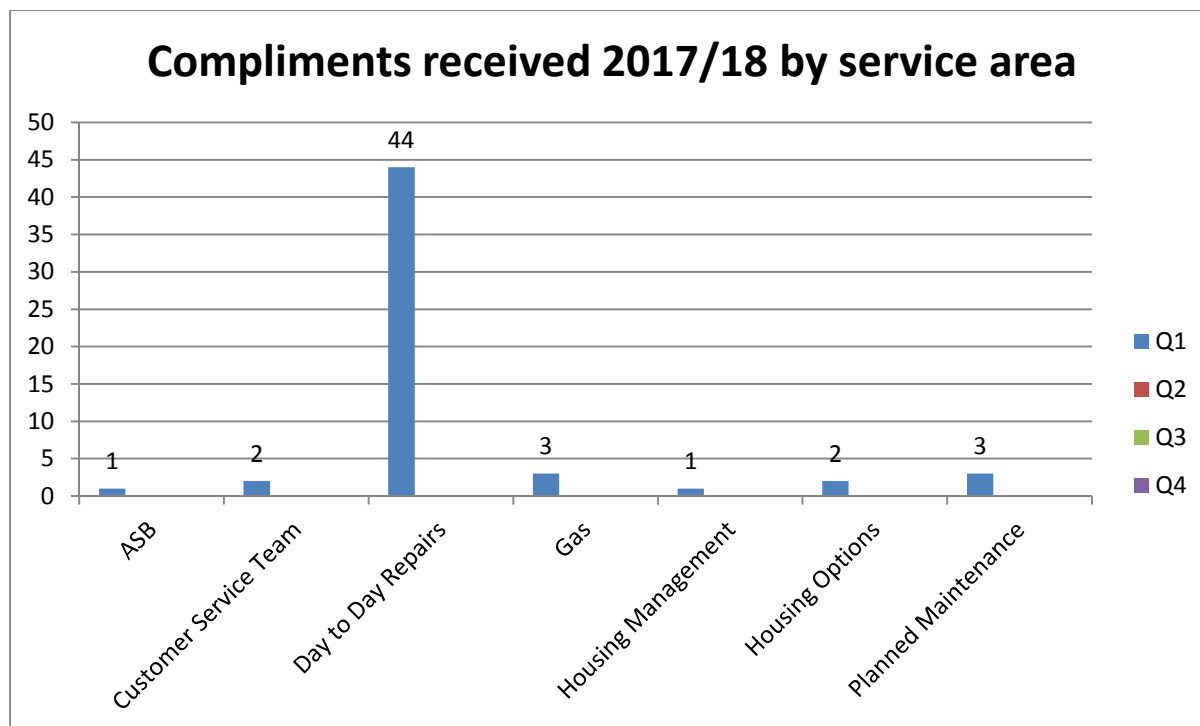
There was a total of 19 MP Enquiries in Q1 2017/18

Breakdown



COMPLIMENTS

During Q1 there were 56 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 too.

Day to Day Repairs

Mrs A from Rebecca House, called and said that the workmen that attended the serious roof leak yesterday were really good, and absolutely brilliant. Unfortunately the block of flats is being targeted by a gang of youths and they had seriously vandalised the roof so with the rain yesterday a lot of damage was caused inside the flats. Mrs A says that the workmen did everything they could to reduce the roof leak, made all the electrics safe, but that they also borrowed mops and buckets from the residents so that they could clean up all the excess water from the corridors to make it safe for the residents.

ASB

X is the best ASB officer I have had. He always takes the time to listen and try to help me. I recently made a complaint regarding a neighbour making too much noise. I was in tears when he came to my address, I feel I was suffering from an anxiety attack, as my mother had just passed, and the added stress from my neighbours was too much to handle. He calmed me down, asked me to sit down and to talk about everything when I feel ready. Making sure there wasn't any pressure to rush

though it as he made the time for me. He was really understanding and within just a few days I noticed results from my neighbours, which proves that he is proactive. He is a really supportive ASB officer and I could not be happier with him. He makes you feel like he would go out of the way for you. Such a good officer, I could not thank him enough.

Gas Team

I had my gas safety check and the person who did it found that I had a leak. He phoned to report the fault and waited until it was fixed. He then finished the safety check. I would like to say a big thank you, for having such caring staff and keep up the very good customer service.

Rent

My wife & I felt that we just had to send you an email regarding one of your staff.

X first contacted us earlier this year regarding our council house in an attempt to save us some money. My wife & I are both disabled & my wife has mental health problems that makes dealing with 'official' phone calls very difficult.

As my wife usually is the one to speak to X she felt that we must praise her customer skills! X is very patient & pleasant & takes her time to explain things & should my wife not understand her, X will rephrase until my wife does understand what point is trying to be put across.

It is rare in this 'High Speed' age to find a customer service person who will take the time & put in the effort to ensure that her customers are satisfied. We salute her work ethic! We both feel that X is a credit to Derby Homes & should be praised for her excellent approach to dealing with its customers.