

COMPLAINTS AND SATISFACTION REPORT

Report of the Director of Housing and Customer Services

1. SUMMARY

This report provides detailed analysis of complaints received between 1 April 2012 and 30 June 2012.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1 Complaints and Satisfaction Report.

3. MATTER FOR CONSIDERATION

- 3.1 Full details of all complaints received are shown on Pages 3 to 6 of Appendix 1. This also includes a breakdown of types of complaints in relation to service areas. Over this quarter the majority (38%) of complaints were in relation to Day to day repairs.
- 3.2 During Quarter 1 a total of 71 complaints were handled, of these 97% were acknowledged within the target time of 2 working days. 86% received a response within the target 10 working days. There were 6 stage 2 complaints.
- 3.3 55% of cases were closed fully within 10 days, 33% between 11- 20 days and 12% over 20 days.
- 3.4 Total figure for the year: 71 Complaints – 65 Stage 1, 6 Stage 2.
- 3.5 Details of complainants by Age and Ethnicity can be found on pages 4/ 5 of Appendix 1. The information collected shows no trends.
- 3.6 There were 58 complaint cases closed during Quarter 1. Out of these 16 (28%) were upheld, 35 (60%) were not and 7 (12%) were partially upheld.
- 3.7 Total figure for the year: 28% upheld, 60% not upheld and 12% partially upheld.
- 3.8 There were a total of 117 Councillor enquiries and 8 MP enquires received during Quarter 1. 83% of enquires were responded to within timescales. Detail can be found on page 7 of appendix 1.
- 3.9 There were 28 compliments recorded during Q1. Details can be found on page 8 of Appendix 1. The majority of these were 6 (21%) Derby Homes in general and 6 (21%) for the Repairs Team.

- 3.10 Page 9 of appendix 1 contains an analysis of the customer satisfaction surveys carried out during Quarter 1.
- 3.11 Information on satisfaction levels and all comments received from the surveys are fed back to Service Managers to ensure action is taken to address any areas of underperformance. The Performance Team support and work with managers to ensure appropriate action is taken.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact the author.


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Background Information: None.

Supporting Information: None.

Derby Homes

COMPLAINTS AND SATISFACTION REPORT 2012/13 Appendix 1



**2012/13
Quarter 1**

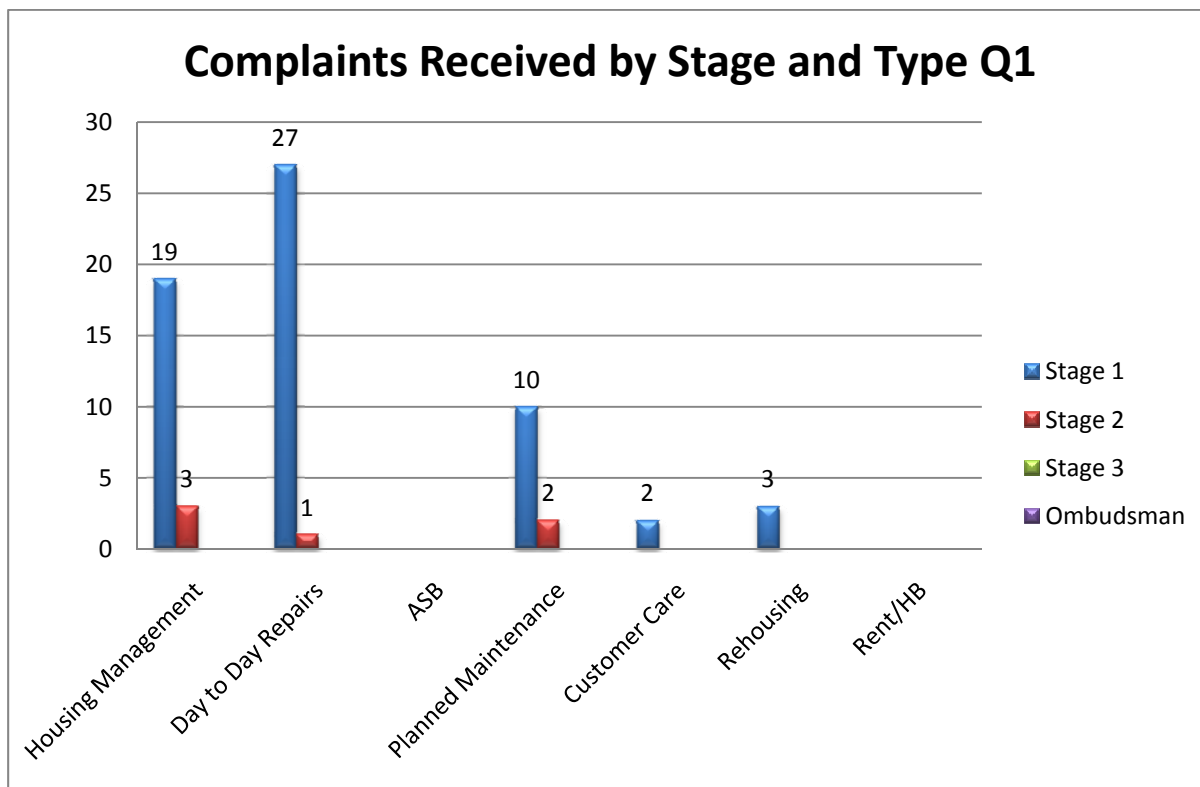
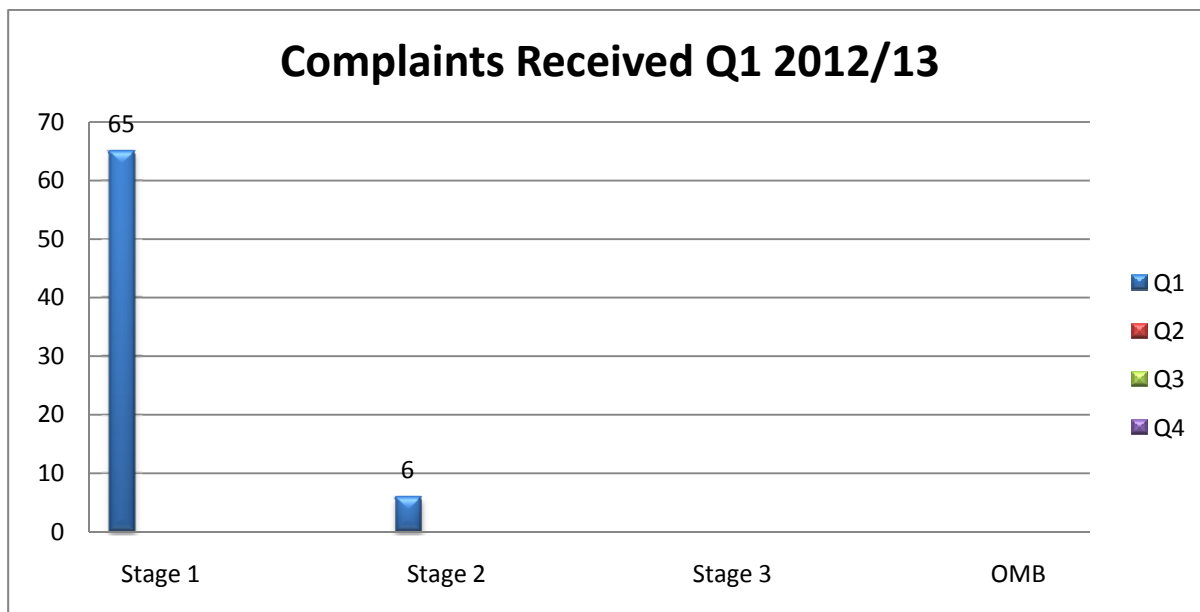
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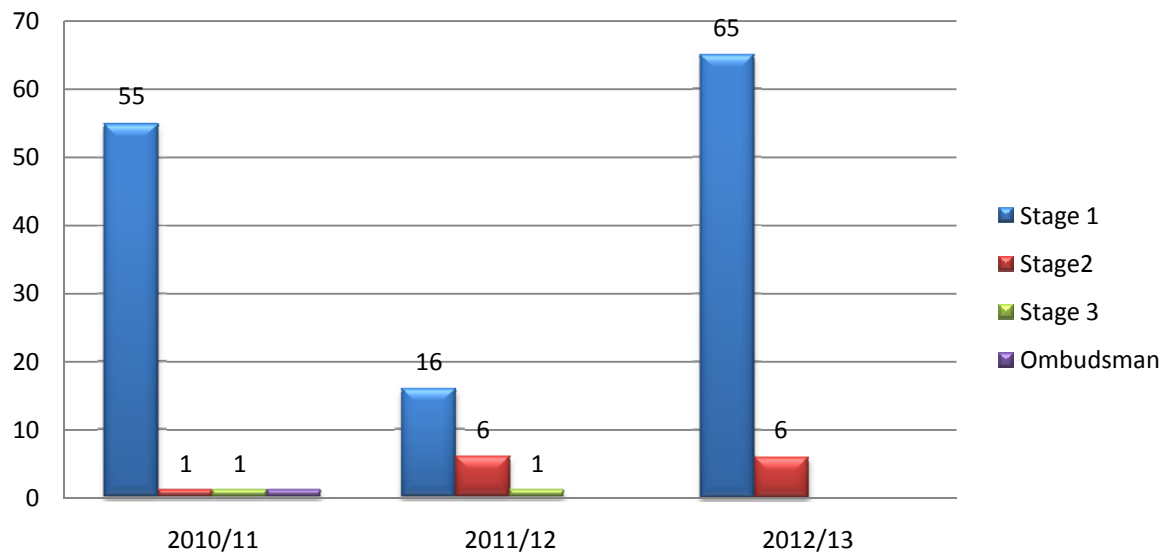
COMPLAINTS

During Q1 2012/13 there have been a total of 71 complaints, 65 stage 1 and 6 stage 2 recorded.

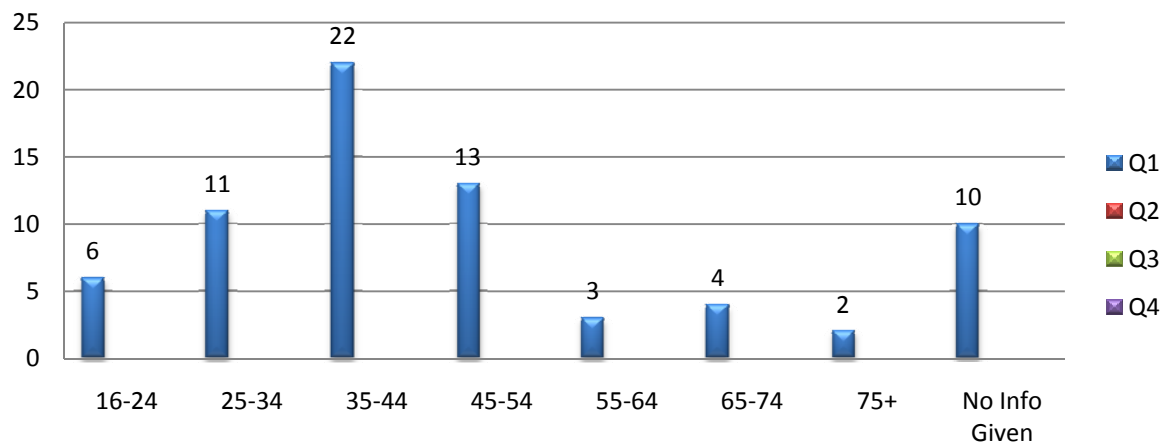
Q1: 71 Q2: Q3: Q4: Yearly total 71

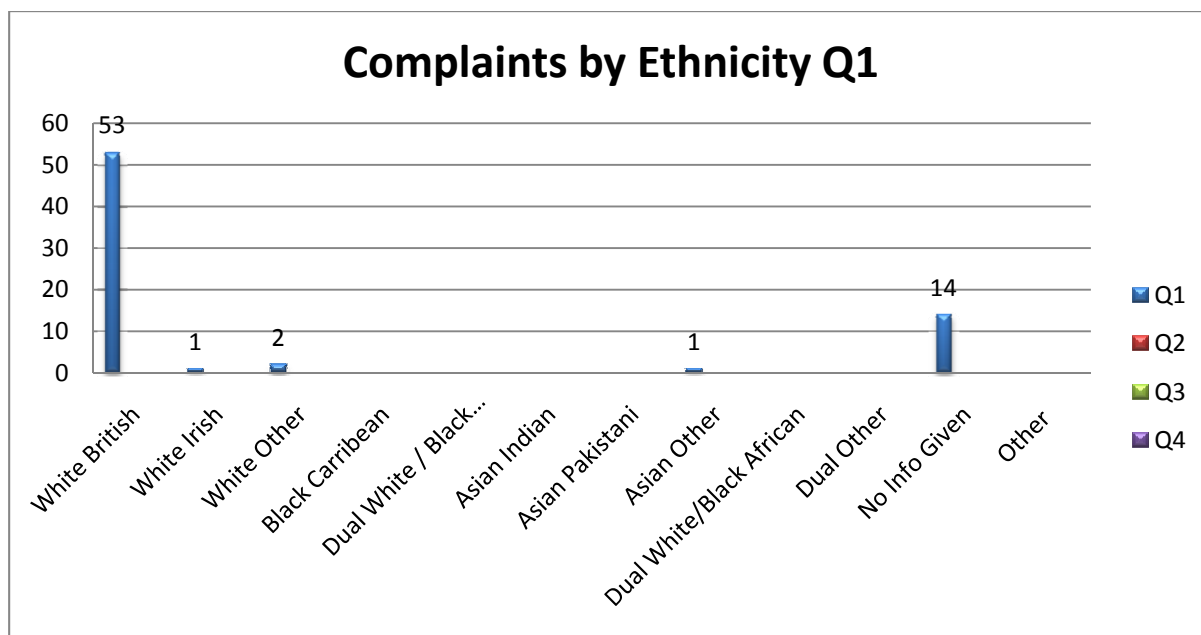


Complaints Received in last 3 years Q1



Complaints by Age Q1





Breakdown of Complaint Reasons

Housing Management

Wants compensation for broken goods x 2
 Doesn't want to maintain hard standing
 Service Charges x 2
 Property issues x 3
 Door entry system charges
 Wants repairs x 3
 Removal of call system
 Refused gate/fence
 Communal grass cutting frequency x 4
 Tenants dispute
 Non tenant – state of bordering garden
 Various repairs
 Keys to gate

Day to Day Repairs

Flooring ruined by leak after repair x 3
 Wants compensation after leaks
 Broken fence x 2
 Compensation for loss of sky signal
 Not happy with the way boiler repair was handled
 Missed appointment charges x 5
 Bad workmanship x 2
 Wants new kitchen
 Repair not completed x 2
 Delays to repairs x 6
 Wants new door x 2
 Shower problems
 Not happy with decision re back door

Customer Care

Non tenant – rubbish in garden from tenant
Decorators not turning up when promised

Rent/Housing Benefit 3

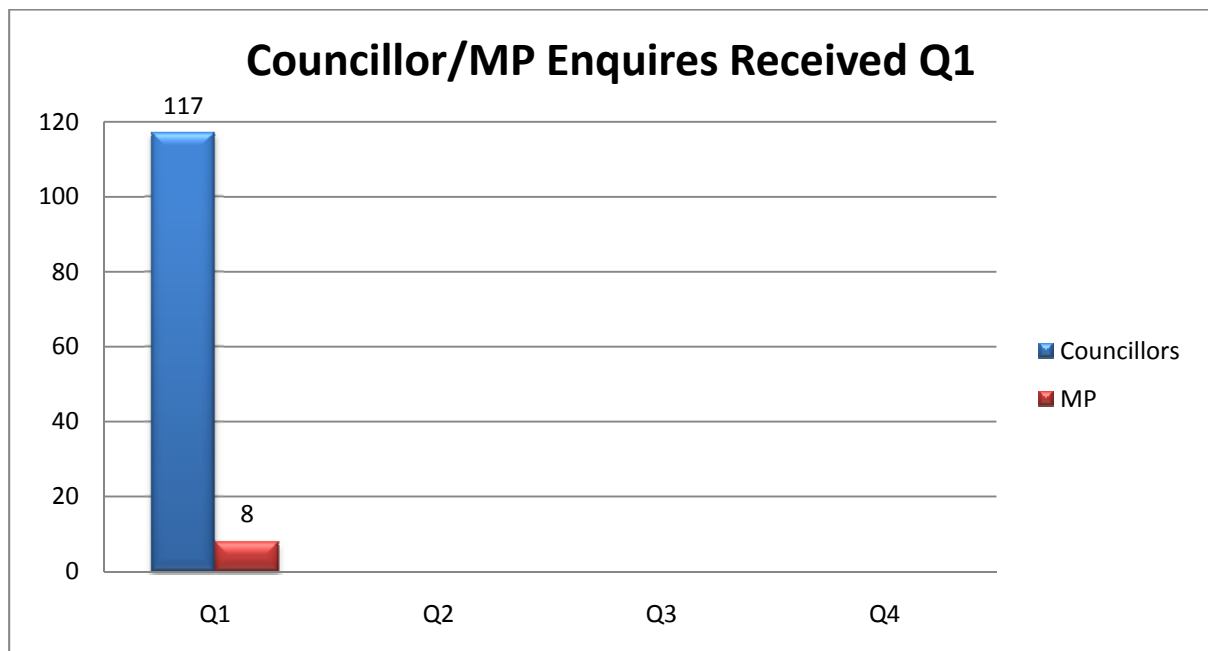
How arrears are handled x 3
Delays in refund
Rent increase – communal cleaning

Planned Maintenance

Charges for bath
Waiting for new back door
Not happy with Vinshires
Norfolk Frames missed appointment
Fencing/doors
Stairlift x 2
Wants a kitchen and bathroom
Not happy with CESP work
External painting
Delays with bathroom
Frequency of grass cutting

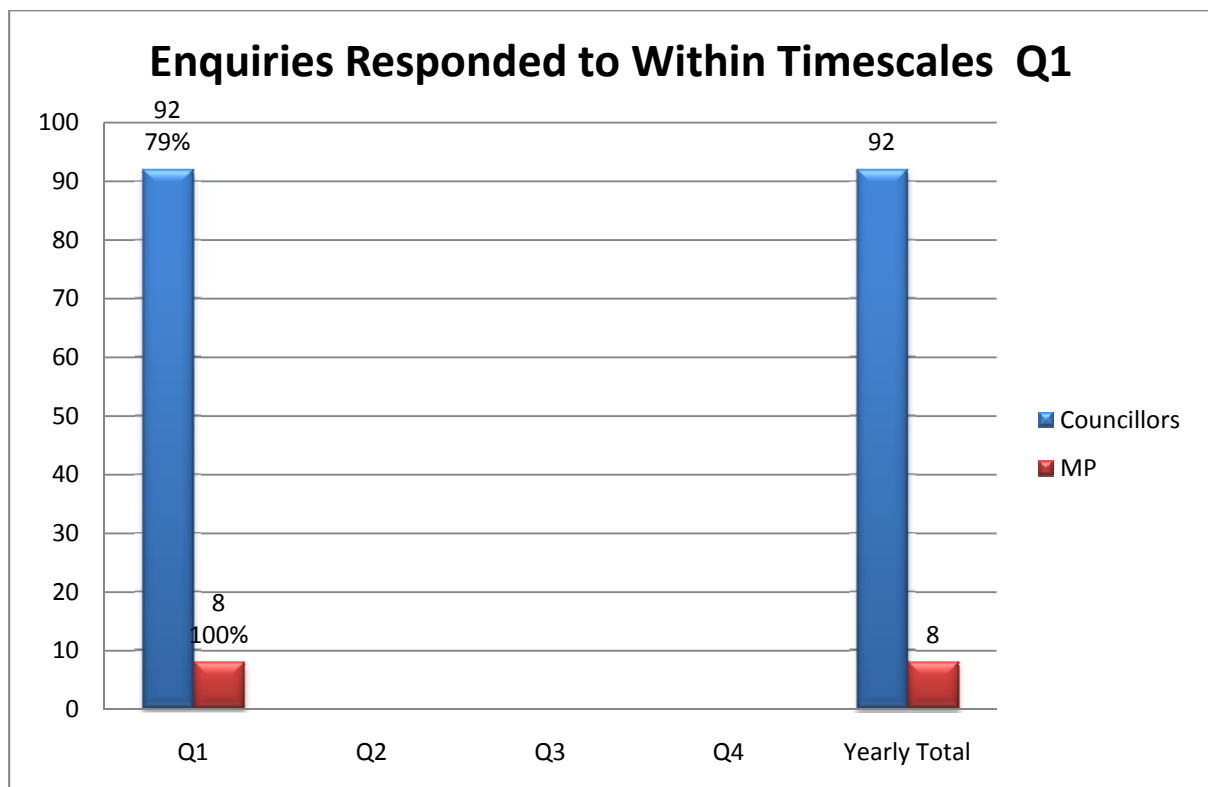
COUNCILLOR/MP ENQUIRIES

During Q1 2012/13 there were 117 Councillor and 8 MP enquiries received.



Out of these 83% were responded to within current timescales of:

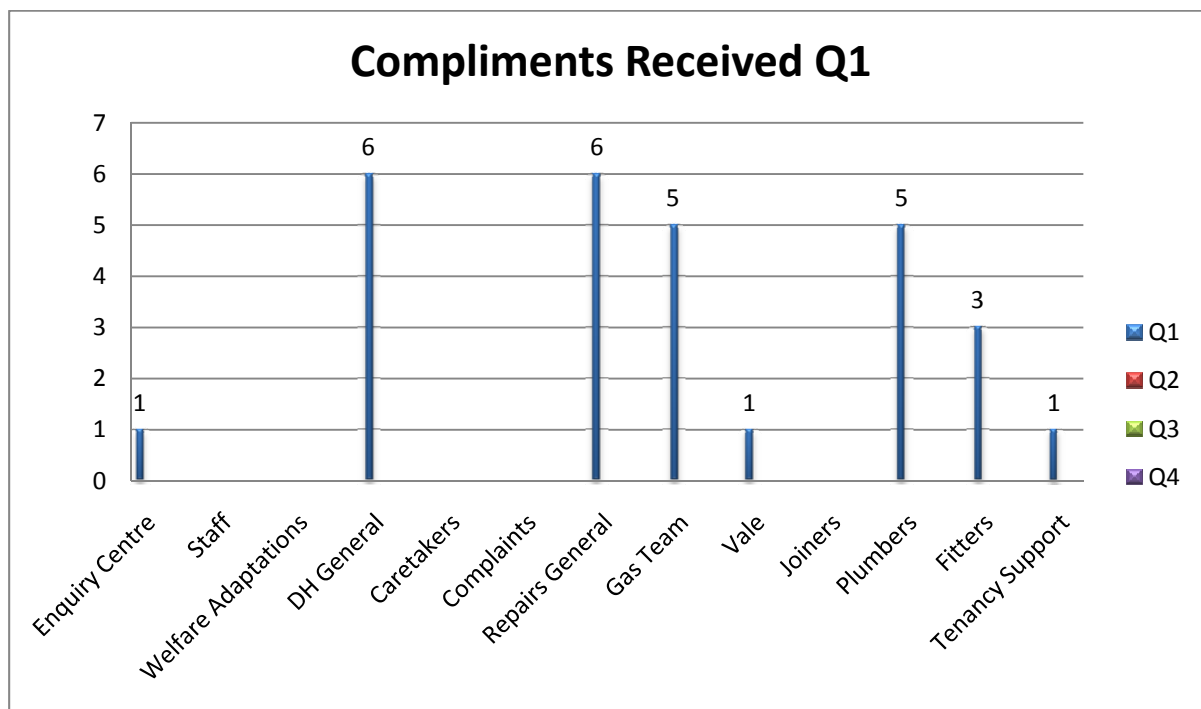
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



COMPLIMENTS

During Q1 there were 28 compliments received via letter, email, surveys or at Housing Focus groups and have covered many areas. The areas receiving compliments are shown on the graph below.

Q1: 28 Q2: Q3: Q4: Yearly Total: 28



Sample of compliments received

As quoted in questionnaire Have been pleased with the contractors Vale Have by the way everything is tidy when cutting the grass I hope they continue in the future Mini Status Compliment March 2012

The tenant has called wanting to thank the entire gas tem for sending someone out within an hour to her no central heating or hot water, she says the response time was incredible and the workmen was lovely.

You were very efficient and the fitter knew what he was doing. A good job done Thank you Mrs E Hackney Repairs survey compliment April 2012

I would like to take this opportunity to thank Derby Homes for the work done on our bungalow over the last 10 months or so which has made a vast difference to our lives. All people involved had been helpful and kind Thank you J Marshall Mini Status survey March 2012

Very impressed workmen took shoes off as usually they don't bother. Mini Status survey March 2012

Overall Satisfaction across the business for 2011/12 Quarter 1

