

## OTHA COMPLAINTS REPORT OCTOBER TO DECEMBER 2017

### Outcome of Complaints in Quarter

| Type               | Refuted   | Upheld - Contractor service failure | Upheld - OTHA service failure | Grand Total |
|--------------------|-----------|-------------------------------------|-------------------------------|-------------|
| SPSO stage 1       | 14        | 4                                   | 3                             | 21          |
| SPSO stage 2       | 2         | 3                                   | 4                             | 9           |
| <b>Grand Total</b> | <b>16</b> | <b>7</b>                            | <b>7</b>                      | <b>30</b>   |

A number of different factors arose in the quarter:

- Delay in void property being available as extensive works were need (refuted).
- Close lighting service – the change in contractor has led to an increase in the timescales for repair completion as the previous contractor attended usually the same day.
- Defects at Garvald Street – a small number of issues arose.
- Handling of anti-social complaints – the cases raised were refuted and two cases involved unacceptable behaviour on the part of the tenants.
- Site facilities granted at Overton – raised by several people, but in fact no permission had been granted and the issue was easily resolved.
- Gas Sure failure to attend.
- Car issues – Staff parking in residents car park and puncture from debris blamed on planned maintenance contractor were raised.
- Infestation of demestes beetle.
- Factoring apportionments in one close seeming unfair.
- Condition of windows – this was raised in 2 complaints.
- Failure to respond timeously to an alterations request.

### Issues for Action Plan

A number of issues for the action plan were identified:

- Window replacement brought forward for 81-83 Holmscroft Street to replace single glazed units.
- Email response timescale implemented from Customer Care Charter review.
- Reminder regarding possible use of discretion to bring forward stair lighting repairs where appropriate.
- Issue of proper resourcing of repairs service raised with Novus.
- Address communications issue with Novus regarding follow up repairs.
- Highlight available methods of contacting the association to report a repair (if repairs line is busy).
- Staff asked not to park in property car parks except when they are visiting the property.