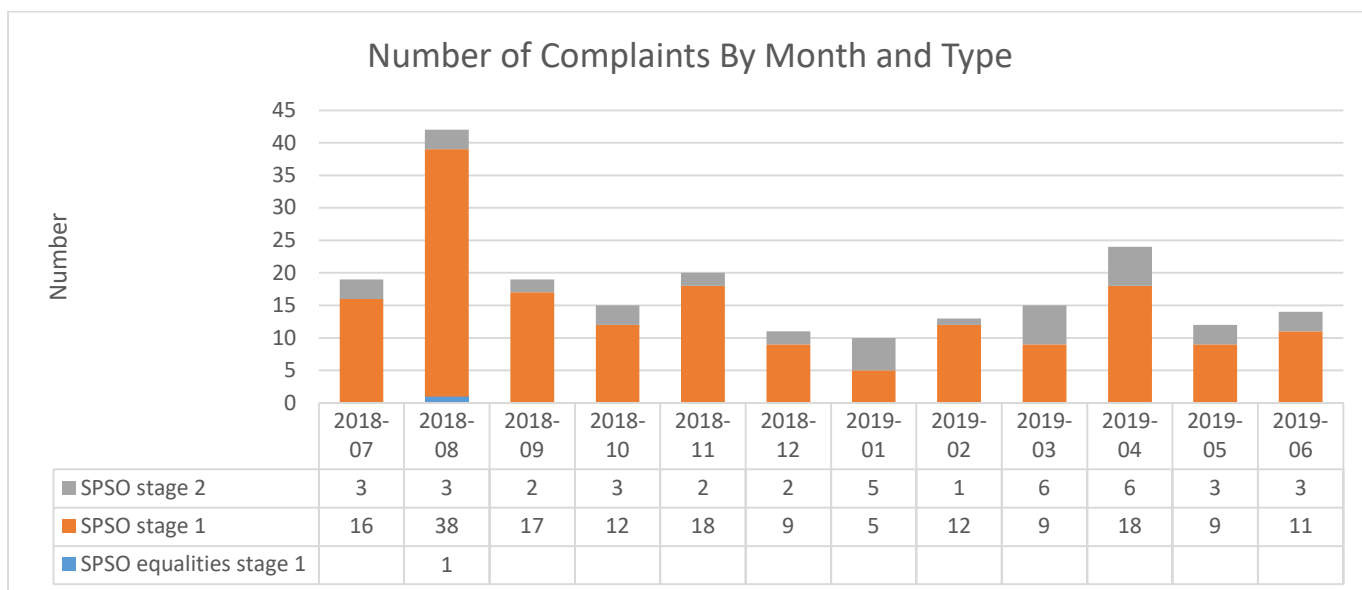


OTHA COMPLAINTS REPORT APRIL- JUNE 2019



Complaints levels have remained higher than usual.

The range of issues raised in complaints was wide. They included some of the following:

- Continuing problems with our repairs contractor as the contract wound to its end;
- Alleged theft from an empty house;
- Concerns re data security – these have been checked and denied;
- Anti-Social complaint handling & CCTV camera on neighbour's house;
- Planned maintenance issues;
- TV aerial being tenants' responsibility in main door property;
- Damage caused by contractor during works;
- Defects at Garvald Street;
- Factoring – change to divisor after titles checked;
- Maple Road - planned maintenance being cancelled;
- Repairs responsibility policy for shared ownership;
- Allpay cards being sent to the wrong address;
- Delay in door repair;
- Roof tiles at Wren Road;
- Smoke vent sounding.

Issues for Action Plan

A number of issues for the action plan were identified:

- The Novus contract has been terminated and new contractor is now in place and performing well.
- As delays in ordering doors appear to occur regularly, better follow up is required from OTHA to chase these up.
- Various aspects of data security were checked and confirmed.
- A final solution to the out of hours' attendance issue for fire alarms is still being sought.
- Information for tenants on how anti-social behaviour complaints are handled has already been prepared with area based newsletters, but we will continue to inform tenants so they are clear about our service, work to involve other services and the legal process if the case may be serious enough to require legal action.