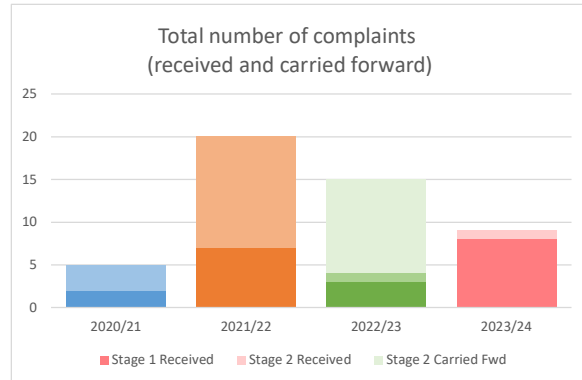
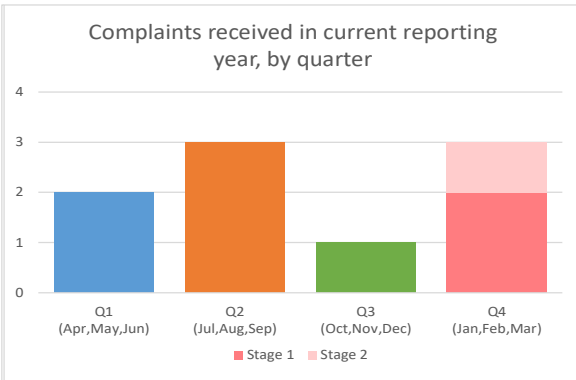


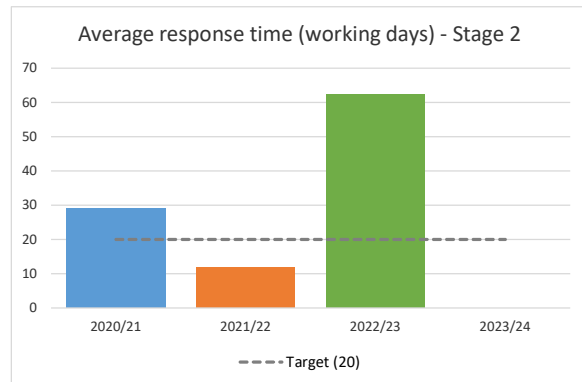
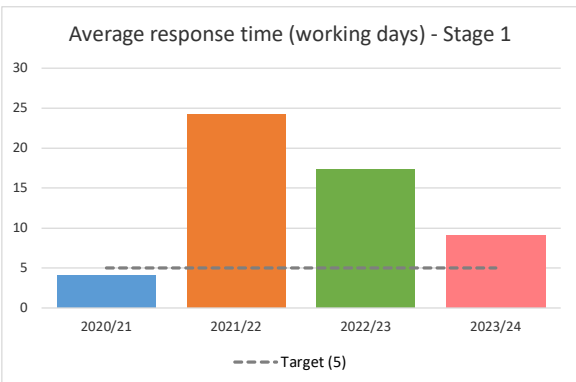
This annual report gives an overview of complaints reporting for the current reporting year, 2023/24, and previous years. Complaints are put into categories, depending on the complexity and gravity: Stage 1, Stage 2, Stage 1 elevated to Stage 2; and there are target timescales for providing a full response. Alongside visual representation of key datasets that feed into the submissions required for the ARC (Annual Return on the Charter), and narrative, this report provides insights into our key learnings and outcomes.

Data source: Homemaster



Q4 saw three new complaints relating to property maintenance and repairs, particularly heating systems. One of these complaints expressed particular dissatisfaction with value for money, the cost of heating and the time taken to commit to a replacement of the heating system.

In 2021/22 nine Stage 2 complaints relate to a collective complaint from tenants within one neighbourhood. The complex nature resulted in these being carried forward to 2022/23, accounting for the high number of Stage 2 complaints in these years. Outwith this collective complaint, the number of complaints received remains fairly static and low in number.



In 2021/22 a new housing database was introduced, prompting, over time, a number of learnings on how we record data and use the escalations facility (from Stage 1 to Stage 2), and this will continue to improve. In addition, there were a couple of anomalies which skewed the averages for 2021/22 and 2022/23; removing these anomalies gives averages of 7 and 6 respectively.

2022/23 saw nine complaints carried forward from the previous year, relating to a collective complaint from tenants within one neighbourhood. Resolution time was affected as each household merited a tailored investigation and response, involving the co-ordination of multiple teams. An average response time isn't available for 2023/24 as the one complaint remains open.

Key Learnings 2023/24	Outcomes 2023/24
Tenants need to be kept informed in a timely way	<ul style="list-style-type: none"> Procedures for 'Emergency Response' and 'Keeping Tenants Informed' reviewed
Parking spaces/allocations can cause tenant tensions	<ul style="list-style-type: none"> With new developments, LSHA should aspire to exceed parking regs where budget/land allow Potential to educate/inform tenants about decision-making processes with design and development of new builds in future
Unattended pets can cause noise disturbance	<ul style="list-style-type: none"> Tenant-facing colleagues to encourage pet owners to be mindful of and considerate to neighbours; proactive suggestions: training, relaxation techniques, daycare/supervision and tools/techniques to minimise reactivity/barking
Contractors can cause noise disturbance	<ul style="list-style-type: none"> Inform tenants at earliest opportunity of upcoming works Liaise with contractors re working hours / suitability of road for non-domestic use
More clarity needed re change of tenancy recharge works	<ul style="list-style-type: none"> Where possible, provide accurate, itemised estimations for cost of works (parts, labour) Underline that estimations can change based on market prices, time spent and complexity of work if not fully scoped or if works expand after starting
Heating/hot water repairs are more pressing during winter months	<ul style="list-style-type: none"> Engage more quickly with tenants where heating/hot water loss is reported; keep tenants updated; follow up to ensure issue fixed With tenant consent, ensure alternative provisions until issued fixed Continue to offer energy advice and support with heating costs where possible