

COMPLAINTS REPORTING AND LESSONS LEARNED – LSHA 2023

Complaints from 1/10/2023 (third quarter of 2023-2024 financial year)

Refers To	STAGE	Within target (5 working days)	Result	Learning outcome	Status
Property	STAGE 1	Closed in 5 days	Not upheld	Attempt to communicate any recharge invoices as soon as practically possible after change of tenancy works are complete, and as far as possible give accurate estimations of these charges according to market conditions at the time for them to make informed decisions about seeking own contractors and organising this themselves or instructing LSHA to complete. Explain to tenants that estimates may change, as it will depend on how long the job takes (if hourly rates) - which might only be known when the contractor visits the property to actually complete the work. If possible, invoices to be dated with breakdown of costs for tenants to understand the type and amount of work completed.	Unresolved

Complaints from 1/07/2023 (second quarter of 2023-2024 financial year)

Refers To	STAGE	Within target (5 working days)	Result	Learning Outcome	Status
Account	STAGE 1	Closed in 20 days (+15)	N/A	Encourage pet owners to be considerate to other neighbours; proactive suggestions if need to leave animals unattended for long periods of time - good training, relaxation techniques, day-care or supervision and tools/techniques to minimise reactivity and barking for other residents.	Resolved
Property	STAGE 1	Closed in 5 days	Not upheld	Attempts to educate and inform tenants about decision-making processes with design and development of new builds could be useful in future and to ensure that future developments take into consideration the feedback from this complaint on number and layout of parking spaces per household.	Unresolved

COMPLAINTS REPORTING AND LESSONS LEARNED – LSHA 2023

Contractor	STAGE 1	Closed in 4 days	Not upheld	Close liaison with contractors to ensure working hours are not causing disruption to residents who live in close proximity to site and that this is communicated as early as possible with all parties. Where possible, ensure road conditions are suitable for domestic use as to minimise impact on residents' cars while development is ongoing.	Resolved
------------	---------	------------------	------------	---	----------

Complaints from 01/04/2023 – 30/06/2023 (first quarter of 2023-2024 financial year)

Refers To	STAGE	Within target (5 working days)	Result	Learning Outcome	Status
Property	STAGE 1	Closed in 8 days (+3)	Part upheld	Parking compliance with regulations needs to be considered as a minimum and LSHA should aspire to exceed this where it is within budget and possible to do so; as number of spaces allocated to flats/houses must be fair and equal as much as possible.	Resolved
Property	STAGE 1	Closed in 10 days (+5)	Part Upheld	The biomass system was not down the whole weekend, and repairs were being worked on to resolve the issue but our communication to update tenants could have been better. We have since reviewed the procedures for emergency response and keeping tenants informed. The Senior Management team met to discuss and agree actions to minimise further risk.	Resolved

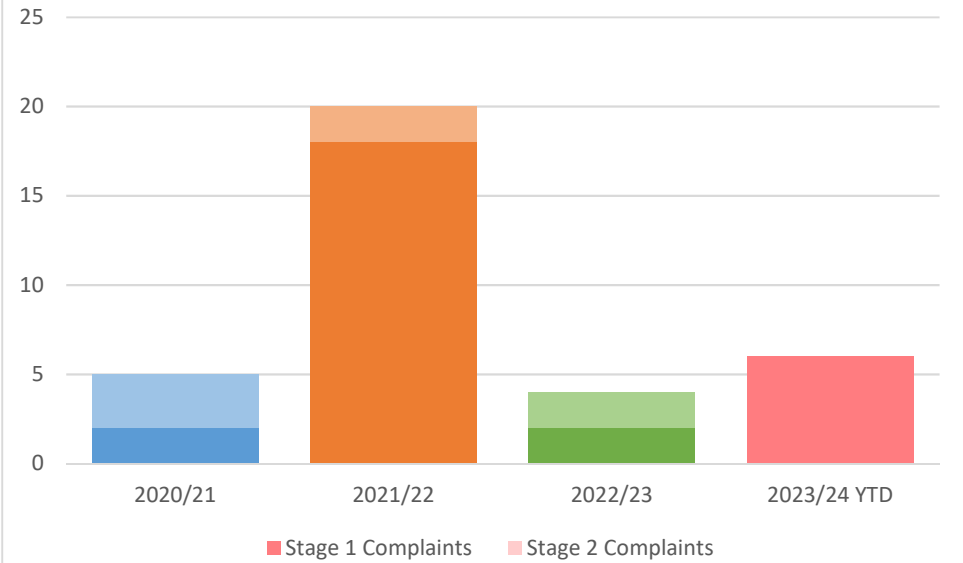
Complaints from 01/01/2023 – 31/03/2023 (last quarter of 2022-2023 financial year)

Refers To	STAGE	Within target (20 working days)	Result	Learning Outcome	Status
Property	STAGE 2 - OPEN	Outwith target. Date notified 23/02/23	Will be Upheld	Handover procedures between contractors/Development to be reviewed; MVHR system viability to be reviewed; audit-trail of defects reporting and recording to be reviewed; snagging process to be reviewed. Full notes on complaints reflection and learning complied by senior managers including Chief Executive, Tenant Engagement & Support, Property Service Officers, Technical Manager and Legal Service Manager.	Unresolved - pending still w contractor completing works

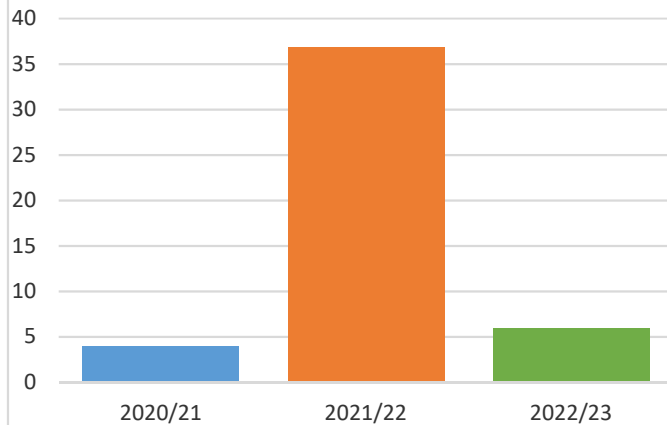
Complaints received for current year, by quarter



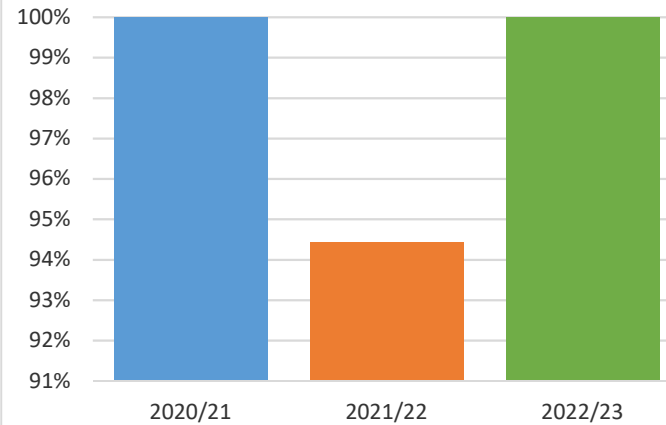
Number of complaints received, year on year



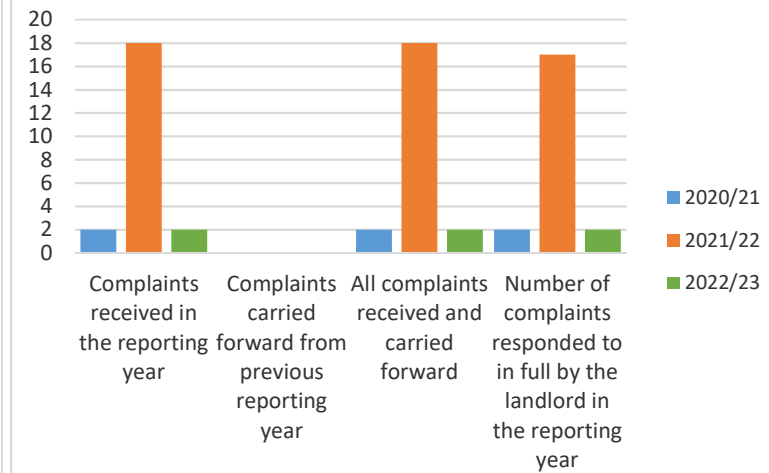
Average time (working days) for a full response at stage 1 (Target 5)



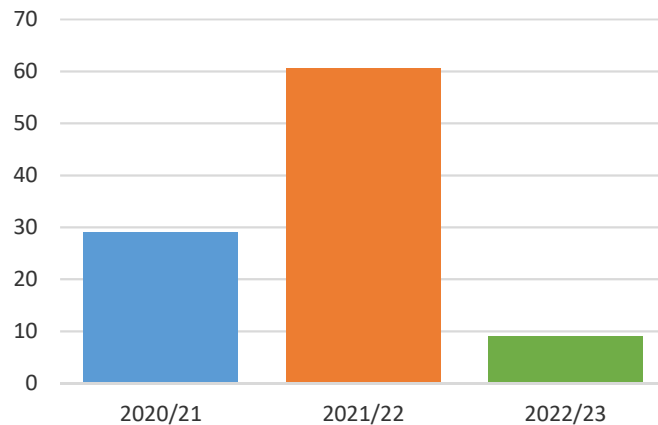
Percentage of all complaints responded to in full at stage 1



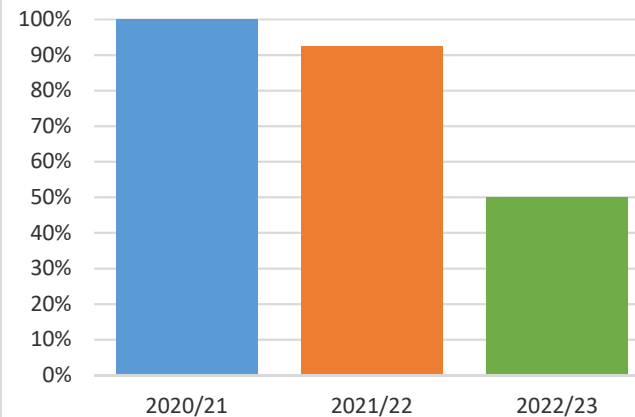
Stage 1 complaints handling 2020-2023



Average time (working days) for a full response at stage 2 (target 20)



Percentage of all complaints responded to in full at stage 2



Stage 2 complaints reporting 2020-2023

