

## COMPLAINTS 2019/20

The KPI Report contains all the key performance targets. These are replicated here. Please note that the ARC only contains information on complaints from Tenants.

Table 1

	19/20	18/19	17/18	16/17	15/16
<b>Complaints (All)</b>	83	64	64	107	116
% Upheld (incl Partial Upheld)	36.1% (30)	26.6% (17)	36%	47% (50)	43% (50)
% responded to within timescale *	98% (81)	92.1% (59)	95%	95% (102)	95% (110)

Table 2

<b>PHA COMPLAINTS</b>	19/20	18/19	17/18	16/17	15/16
Complaints	76	57	58	92	94
% Upheld (incl Partial Upheld)	38% (29)	29.82% (17)	37.9% (22)	50% (46)	45% (42)
% responded to within timescale*	97% (74)	92.98% (53)	94.8% (55)	95% (87)	98% (92)

Table 3

<b>PSPS COMPLAINTS</b>	19/20	18/19	17/18	16/17	15/16
Complaints	7	7	6	15	22
% Upheld (incl Partial Upheld)	14% (1)	0	16.7% (1)	40% (6)	36% (18)
% responded to within timescale *	100% (7)	85.71 (6)	100% (6)	100% (15)	82% (18)

Table 4

<b>Tenants and Owners Complaints Stage 1 and Stage 2 Breakdown</b>	<b>Stage 1 (simple, 5 day response time)</b>	<b>Stage 2 (complex, 20 day response time)</b>
PHA	69	7
PSPS	7	0
Total	76	7

## WHAT DO TENANTS COMPLAIN ABOUT IN HOUSING MANAGEMENT?

The main themes coming through are

Anti Social Behaviour/Estate management – how quickly we can/cannot resolve things . People expecting instant results when sometimes it's difficult to prove who did it e.g. drug issues, people dumping rubbish/making a mess in common areas

Also services, general things such as bulk not taken, close not cleaned adequately, grass not cut or not cut well enough

## WHAT DO TENANTS COMPLAIN ABOUT IN TECHNICAL?

The table below has the main areas for complaints in the context of our provision of services, planned contracts, cyclical work, c3,500 reactive repairs, c2000 gas servicing and safety visits. From 18/19 onwards Technical has handled all service contracts-landscape, close cleaning, bulk and bin movement.

49% (25 of 51 complaints) were upheld or partially upheld. Services remain the area where we have most upheld complaints, although the number of landscape complaints dropped again this year. McDermotts were taken over by **Nurture** in Q4. Caledonian was our new close cleaning contractor for 19/20 and had a significant number of complaints, but will be replaced by Tenement Steps for 20/21. Staff has been reminded of the need to always keep tenants updated and to tailor communication to individual circumstances particularly where vulnerable.

<b>Stage 1=48</b>		
Staff action or policy issues  2 upheld , 1 partial	<b>Policy-6</b> Forced to take garden maintenance Disagreed with letting/maintenance standard x3 Disagreed with PM programme x2	<b>Staff-6</b> Refused to pay for carpet to allow repairs done No response to repair (web site tool fault) Contacted F/T in error Unhappy with how dealt/communicated x3
Contractor  2 upheld 1 partial	<b>Reactive repairs -10</b> Condensation not dampness Quality of repair, mess left Length of time to resolve x3 No response from contractor	
Cyclical, Maintenance or Service Contracts  15 upheld, 3 partial	<b>Gas Sure /City Technical-3</b> Time taken to repair Contractor rearranged appointment Poor info from out of hours service	<b>Landscape McDermott-7</b> <i>excluding owners</i> Not disposing of cuttings correctly Lack info on any delay Noise of mowers, grass not short enough
	<b>Close Cleaning Caledonian-6</b> Standard of cleaning/area missed	<b>Bulk-6 Bin service-1 Caledonian</b> Bin not taken out, bulk items missed
Planned	<b>GD Chalmers-re wire contract-2,</b>	

maintenance 0 upheld	<b>CCG –bathroom and doors-1</b> Workmanship (work was still in progress) Fridge freezer not switched on Unhappy at 6 days access to be given (multi amount work)
<b>Stage 2=3</b>  <b>1 partially upheld</b>	<ul style="list-style-type: none"> <li>• Delay in resolving heating (due to no multiple no access from tenant)</li> <li>• Not happy at staff way of speaking to tenant</li> <li>• PM would make worse overcrowding and wanted comp from contractor for damage</li> </ul>

**Scottish Public Services Officer /Significant Performance Failures/Persistent Complainers**

The Association has not had any complaints formally progressed to the SPSO, nor had any Significant Performance Failures or designated any persistent complainers.