

Annual Complaints & Service Improvement Report 2023-24

Date: 22nd April 2024



Title	Annual Complaints & Service Improvement Report
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Date Reviewed	April 2024
Next Review	April 2025
Purpose	To update the Board on the changes made to the complaints handling self-assessment. To share annual performance, trends and the service improvements which have been identified for improvement.

1. Purpose & Vision

Here at Hellens Residential, we are committed to delivering the highest level of customer service. Our vision is to create sustainable communities for people to live and work.

However, we know that we do not always get this right and therefore we encourage feedback from our customers to ensure that we can continually fine tune and improve the service we provide.

As a small Registered Provider of Social Housing we are not able to have a dedicated team for managing complaints. We do have a member of staff who has responsibility for Complaints and feeds directly in to the Managing Director. This provides the Directors with a clear visibility of all complaints that we are handling and the resulting outcomes.

2. Context

In April 2024 the Board was updated on Hellens Residential's compliance against the revised Housing Ombudsman Complaint Handling Code. The Code came in to effect from the 1st April 2024.

Sections 8.1 and 8.2 of the code state that: Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- c. any findings of non-compliance with this Code by the Ombudsman;
- d. the service improvements made as a result of the learning from complaints;
- e. any annual report about the landlord's performance from the Ombudsman;
- f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.

3. Self-assessment against the Complaints Handling Code

The self-assessment, which is published on our website has been updated. We are happy to report that we are fully compliant with the Housing Ombudsman’s Complaint Handling Code and there are no areas of non-compliance.

The self-assessment will be reviewed if any of the following circumstances occur:

- There be a significant restructure, merger and/or change in procedures
- Following an investigation from the Housing Ombudsman
- Annually

4. Qualitative and Quantitative analysis of the Complaints Handling Process

	2023-2024
Number of formal Complaints received during the year	29
Percentage of Stage 1 complaints responded to within target	82.76%
Percentage of complaints resolved at Stage 1	75.00%
Number of Complaints progressing to Stage 2	7
Percentage of Stage 2 complaints responded to within target	67.00%
Number of complaints resulting in compensation being paid	2

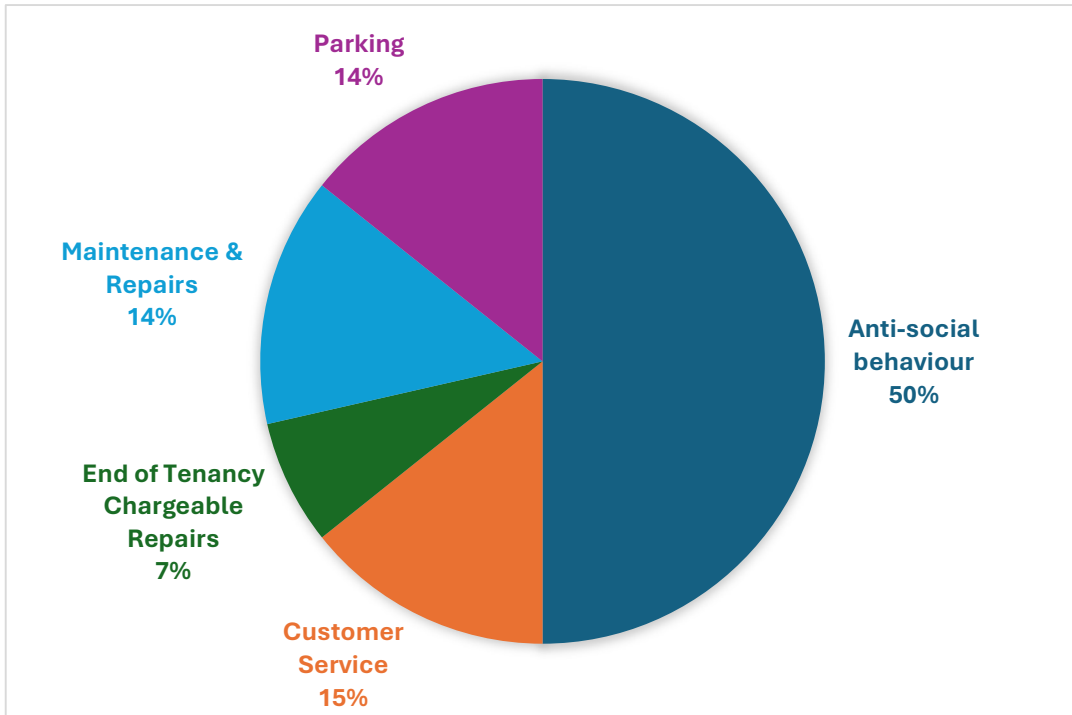


Due to being a Registered Provider with under 300 units, we do not receive an excessive number of complaints and therefore it can be harder to identify trends or themes in the complaints received.

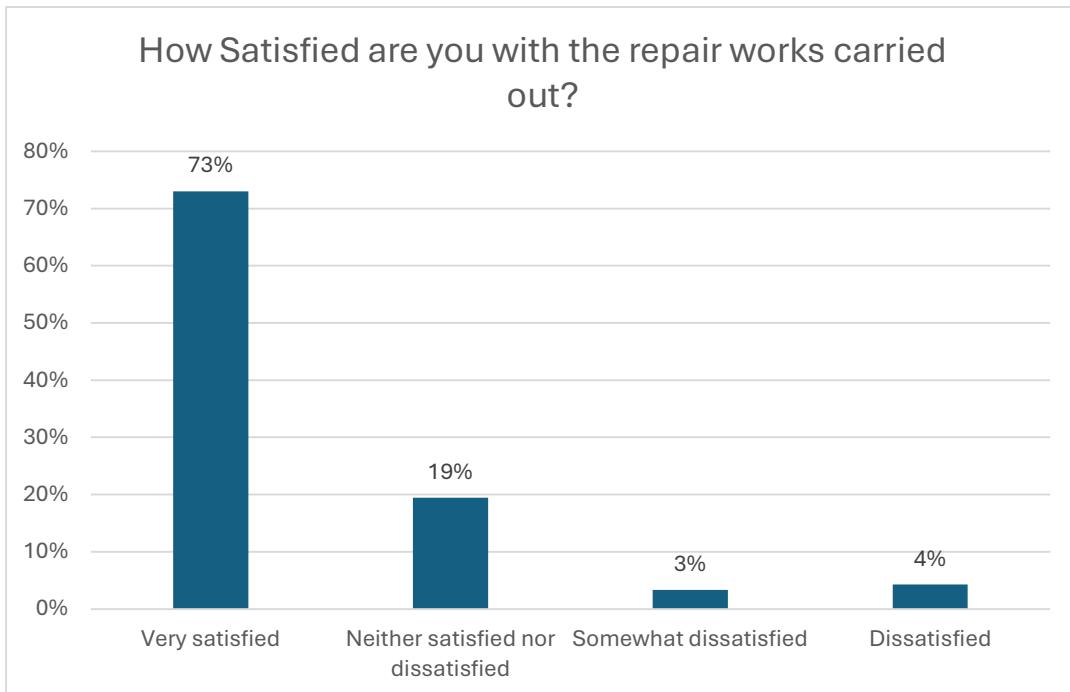
There were 5 complaints that we failed to respond to within target. An extension of all of these was agreed with the customer. The reasons for this included:

- Two were due to having to speak to other residents within the area regarding parking to assure all perspectives were considered.
- One was due to the customer requesting the complaint not be closed until all maintenance works were completed which required external contractors and therefore their timescales had an impact.
- Two were due to failed attempts at ringing the customer to discuss the issues and ascertain the facts despite leaving voicemails and texts.

Of the complaints received the below pie chart illustrates the categories which they fall in to:

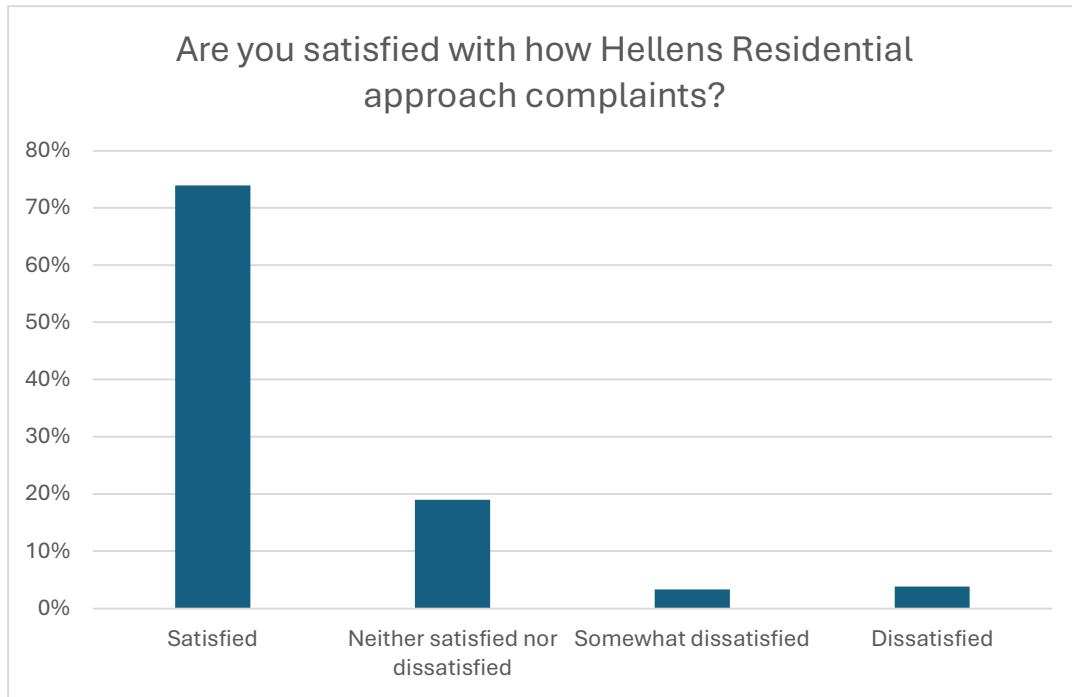


The majority of complaints were in relation to anti-social behaviour between residents with the second largest category being Maintenance & Repairs. Whilst the numbers are relatively low, we felt this required greater scrutiny given it is an area we can directly improve with the service we provide. Please see below chart which represents further insight:



Following maintenance visits, we have started sending out a survey to customers on an ad-hoc basis to ensure we monitor the service we are providing and can proactively correct should it not be up to our desired standard.

We collect customer satisfaction via a perception survey as part of the annual Tenant Satisfaction Measures (TSMs), which are reported to the Regulator of Social Housing (RSH). There is a direct correlation between how satisfied customers are with the repair works and the overall approach to complaints. This needs to be monitored in more detail going forward to identify specific trends.



5. Summary of types of complaints Hellens Residential refused to accept

During 2023/24 we refused to accept one complaint made by a customer. The reason for this was because it was a previous complaint relating to anti-social behaviour which had been dealt with via the legal route and there was no new evidence to support a new complaint.

6. Any findings of non-compliance with the Complaints Handling Code by the Housing Ombudsman

We have had no findings of non-compliance with the Complaints Handling by the Housing Ombudsman.

7. Service improvements made as a result of the learning from complaints

You Said	We Did
Repairs & Maintenance works were getting carried out too slow	Employed an additional full time Maintenance Operative which means we now have 3 full time operatives
I have concerns over damp & mould in my property	Appointed a dedicated employee to ensuring all properties are checked annually and any queries dealt with quickly and efficiently
I want to be able to communicate with you more online than over the phone	Implement the Hellens Hub which lets you send messages, report repairs, check your rent balance etc.
You didn't appreciate being chased for rent via email when it is only a small amount	Had an internal meeting to improve our communication to customers
Our response times for complaints could be quicker	Implemented a new digital complaints management system to improve record keeping, monitoring of targets and identification of themes. This is still ongoing.