

Brought forward from 2019/2020

First Stage Complaints - resolved at front line (5 days) - UPHELD

Month	Complaint No.	Department (M- Maintenance, HM-Housing Management, FCS- Finance/Corporate Services, F-Factoring, Estate Management-EM, D- Development)	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 5 days)	Service Improvement/further details
	63	HM	Tenant stated direct debit was taken out in wrong date of 28th March 2020 when it should have been taken out on 1st April 2020. This has incurred bank charges	3	Upheld	N/A	Apology given re oversight in amending DD date. Bank charges will be refunded.
May	3	FCS	Voicemail message received stating public holiday closure message was not of a high standard.	1	Upheld	N/A	New way to be found and tested if another message required to be uploaded while working remotely.
Jun	6	F	Owner dissatisfied with CHA factoring service/lack of response and long-standing issue with water ingress into property.	4	Upheld	N/A	Staff reminded of communication timescales, to follow through on promises made and to ensure policies and procedures are followed. Reminder that ALL complaints should be recorded in register.
	8	M	Tenant wished to make formal complaint regarding lack of communication from CHA regarding a flood in April and remedial work.	5	Upheld	N/A	Staff to note water ingress repairs and follow up with a phone call to check the status.
	10	M	Tenant dissatisfied at workmanship and attitude of out of hours contractor.	4	Upheld	N/A	CHA asked contractor to remind their operatives to be respectful to our tenants at all times when carrying out works within any properties on behalf of CHA.
	11	M	Tenant dissatisfied with service from contractor - bringing wrong part, poor communication and no return visit.	4	Upheld	N/A	Contractor to resume daily reporting as CHA unable to monitor day to day attendance of breakdown repairs. Daily reports suspended during covid-19 pandemic due to staff shortages.
	14	M	Customer dissatisfied with behaviour and noise of contractor from ongoing major repair works in Linnvale.	5	Upheld	N/A	Contractor reminded of agreements in place re site compound and reviewed in line with COVID-19.

First Stage Complaints - resolved at front line (5 days) - resolved but NOT UPHELD

Apr	1	HM	Tenant stated not contacted by CHA regarding rent consultation and believed this was due to being in receipt of Housing Benefit.	1	Resolved/Not Upheld	N/A	N/A
	2	F	Owner disputed factoring charge for rechargeable repair.	4	Resolved/Not Upheld	N/A	N/A
May	4	M	Tenant's relative stated water ingress was not being dealt with effectively or efficiently.	1	Resolved/Not Upheld	N/A	N/A
	5	F	Owner disputed factoring charge as stated damage was done by a contractor to soffits during works and had previously been in contact about this.	5	Resolved/Not Upheld	N/A	N/A
Jun	7	HM	Tenant dissatisfied that rent still being pursued during a pandemic when tenant had lost work and stated CHA should look for Government assistance with this.	5	Resolved/Not Upheld	N/A	N/A
	9	HM	Tenant made rent payment on 04/06/20 by chip and pin. Tenant dissatisfied payment did not show up on online banking pending until 10/06/20 and had subsequently become overdrawn.	2	Resolved/Not Upheld	N/A	Staff will advise tenants that if they make a chip and pin payment it can take several working days to process through banking system and reach their bank accounts.
	12	M	Tenant dissatisfied that the contractor has been out numerous times to repair a pump. Tenant stated needs replaced as the fault always recurs.	1	Resolved/Not Upheld	N/A	Staff to notice recurring repairs and follow repair through to conclusion.
	13	HM	Message received via our Facebook Page stating that we were not doing anything in regards to a neighbour complaint.	1	Resolved/Not Upheld	N/A	N/A

Summary information for first stage

Average days to resolve - first stage	3.07	Comparison 19/20	3.00
Average days to resolve - first stage YTD	3.07		3.00
Number of complaints responded to in full - first stage	15		13
Number of complaints responded to in full - first stage YTD	15		13
Number of complaints upheld - first stage	7		6
Number of complaints upheld - first stage YTD	7		6

Second Stage Complaints - resolved at Investigation (20 days) - UPHELD

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 20 days)	Reason given for going to Investigation/Service Improvement/further details
	62	M	POA of tenant was not informed of works to property and work was stated as repetition of work already carried out. Increased risk to tenant of this work during Covid also.	9	Upheld	N/A	Reason given for Investigation stage: Moved to investigation due to operative in question being furloughed. Contractor told they should never deviate from CHA instructions. Serious concerns raised and all operatives made aware of this. Improvement made to internal systems re making POA arrangements clearer.

Second Stage Complaints - resolved at Investigation (20 days) - resolved but NOT UPHELD

N/A							
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Summary information for second stage

Average days to resolve - second stage	9.00	Comparison 19/20	17.50
Average days to resolve - second stage YTD	9.00		17.50
Number of complaints responded to in full - second stage	1		2
Number of complaints responded to in full - second stage YTD	1		2
Number of complaints upheld - second stage	1		0
Number of complaints upheld - second stage YTD	1		0

Number of Second stage complaints referred to the SPSO - 0

Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)

	2020/21 CHA YTD	2019/20 CHA
Complaints received in the reporting year – 1 st stage	14	56
Complaints carried forward from the previous year – 1 st stage	1	0
All complaints received and carried forward – 1 st stage	15	56
Number of complaints responded to in full by the landlord in the reporting year – 1 st stage	15	55
Complaints received in the reporting year – 2 nd stage	0	7
Complaints carried forward from the previous year – 2 nd stage	1	1
All complaints received and carried forward – 2 nd stage	1	8
Number of complaints responded to in full by the landlord in the reporting year – 2 nd stage	1	7
Percentage of all complaints responded to in full at stage 1	100%	98%
Percentage of all complaints responded to in full at stage 2	100%	88%
The average time in working days for a full response at stage 1	3.07	2.58
The average time in working days for a full response at stage 2	9.00	15.86

Relevant Service Areas

	Qtr Total	Qtr Upheld	YTD Total	YTD Upheld
Maintenance	7	5	7	5
Maintenance-Major Repairs	0	0	0	0
Housing Management	5	1	5	1
Finance & Corporate Services	1	1	1	1
Estate Management	0	0	0	0
Factoring	3	1	3	1
Development (Defects)	0	0	0	0
Maintenance/Factoring	0	0	0	0
Total Complaints in Quarter	16	8	16	8