

# Our Performance

The Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The following tables outline our complaints information for the year as reported to the Scottish Housing Regulator.

COMPLAINTS	1ST STAGE	2ND STAGE
Complaints received in the reporting year	67	2
Complaints carried forward from the previous year	1	1
All complaints received and carried forward	68	3
Number of complaints responded to in full in the reporting year	68	3
Time taken in working days to provide a full response	173	33
Percentage of all complaints responded to in full	100%	100%
Average time in working days for a full response*	2.54	11.00

\* timescales expected: 5 working days for Stage 1 and 20 working days for Stage 2

To improve our service we also monitor the complaints upheld. This is where we review the information provided and decide in favour of the complainant. We apologise for our service failure, rectify it where possible and identify, record and put in place a service improvement.

UPHELD COMPLAINTS	1ST STAGE	2ND STAGE
Complaints upheld in the reporting year	47 (69.1%)	2 (66.7%)

# Complaints

## SERVICE IMPROVEMENTS

Many service improvements we made during the year as a direct result of complaints received by the Association, including:

- Staff reminded of communication timescales, to follow through on promises made and to ensure policies and procedures are followed
- 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
- Staff will advise tenants that if they make a chip and pin payment it can take several working days to process through banking system
- Lettable standard leaflet to be developed and in progress

# Compliments

These are just some of the 70 compliments received from tenants and other customers throughout the year. We thank them for taking the time to contact us.

Tenant wished to thank CHA for prompt response to repair. Workmen adhered to social distancing and tenant felt safe knowing that the necessary precautions were being taken.

Just wanted to thank the team at Centre81 for the food packages received. It was more appreciated than you will know.

I received two 20 pound Amazon vouchers from the celebration fund. A big thank you to all the staff. It is very much appreciated.

Tenant would like to say that she thinks we are a wonderful Housing Association. We are always so helpful and always try our best to get things done for our tenants.

New tenant is delighted with their house and said the neighbours are great. Tenant can't explain what a positive difference that we have made to their life.

The plumber arrived in less than 2 hours after my call and resolved the problem in less than 10 minutes. Please pass on my thanks.

Tenant really appreciated the help and support provided to help them sort out their rent circumstances.