

Complaints Ref	Category	Learning from complaints & Service Improvement Plans
COM009	ASB	<p>Make sure residents are aware that they can apply for a hardship grant if they need to install a 'ring' type doorbell because of ASB issues</p> <p>Provide the Noise App for all residents to improve their ability to easily record noise issues.</p>
COM010	ASB	<p>Provide the Noise App for all residents to improve their ability to easily record noise issues.</p>
COM003	Complaints management	<p>Ensure that we update advice to residents on the use of loft spaces via the website as well as at sign up</p> <p>Keep a note of information provided at signup</p>
COM018	Contractor Behaviour	<p>Raise awareness with our tenants about our standards for contractors and encourage them to let us know quickly.</p>
COM015	Contractor Behaviour	<p>Always attempt to visit where a resident lets us know they are unhappy with the work that is ongoing and aim to 'prove the resident right' rather than defend what we have done</p> <p>Ensure that we have either a visit or site photographs to confirm that work is of a good standard on completion, where this occurs</p>
COM005	Contractor Behaviour	<p>Monitor our contractors closely and continue to raise any concerns directly with them.</p> <p>Ensure that we check all recent repairs where any resident reports unacceptable behaviour from a particular operative</p> <p>Make sure operatives cannot work on our properties if unacceptable behaviour has occurred</p>
COM016	Damp/Mould	<p>Improve our tracking system for repairs so that jobs are not 'lost' when we are waiting for quotations from contractors</p> <p>Install loft hatches where possible if pipework runs through the roof space</p>
COM007	Planned Works Delay	<p>Where residents have complex works that run over several appointments, try to organise these well in advance (with materials planned to arrive at the right time and a day before) so that we minimise disruption for residents.</p>

CO M0 01	Repairs Management	<p>Make sure we ask residents about any particular needs and be clearer about how we can help with alternative provision before we finalise dates for work.</p> <p>Try to ensure that we give clearer information to residents about more complex works so that they fully understand the sequence of events and can influence this.</p>
CO M0 02	Repairs Management	<p>Listen harder when we are contacted by residents about repair issues to try to ensure that we differentiate between the repair itself and a request for a more general problem to be raised as a complaint</p>
CO M0 17	Repairs Management	<p>Seek to identify a larger oil tank contractor who is more likely to have supplies of stock</p>
CO M0 06	Repairs Management	<p>Endeavour to collate appointments due around a similar time, or with the same contractor where possible</p>
CO M0 19	Repairs Management	<p>Remind our team of repair priorities and monitor against them more carefully</p> <p>Move to longer term solutions rather than repeatedly carrying out the same repair if it is not resulting in a permanent solution</p>
CO M0 04	Respect	<p>Review letters closely to avoid any unintended offence.</p> <p>Continue to be open to making any reasonable adjustments where residents request these or offer adjustments where these appear to be needed</p> <p>Provide clear reasons why we are unable to meet requests if we do not accommodate resident preferences</p>
DM0	Void Quality	<p>We relied on the attendance of the contractor rather than the evidence provided by the resident. This led us to give wrong information and we didn't look carefully enough into the concerns. Our learning is to be more evidence based, to check any challenge from residents with a 'prove you right' rather than 'prove you wrong' mindset and to be flexible in finding solutions</p>