

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

01 April 2024 – 30 June 2024

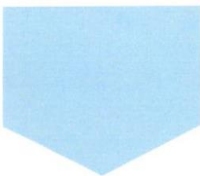
Registered Society under the Co-operative and Community Benefit Societies Act 2014: Reg. No 1941R(S)

Registered as a Scottish Charity: Reg. No. (SC042523)

Registered with the Scottish Housing Regulator: Social Landlord No. 202

Registered under the Property Factors (Scotland) Act 2011: Reg. No. PF000275





COMPLAINTS DATA

Background

The Association undertakes an analysis of all complaints received on a quarterly basis in order to identify whether any service failures occurred and ascertain whether there is an opportunity to improve performance in the provision of its services.

The Complaints

Two complaints were received during the quarterly period of April - June. One complaint related to a smell in the property and one related to a blocked toilet repair.

Action Taken

Smell in Property

- This Complaint was investigated and was found not to be upheld as there had been no failure or unreasonable delay in service provision. There had already been a number of inspections with works carried out in attempt to identify and resolve any possible problem. At the latest visit to the property Staff were unable to smell anything and no problem of water not running away had been identified. However, there would be further investigations including mains drainage and any repairs found to be necessary would then be completed.

Blocked Toilet Repair

- After investigation it was recognised that it took a number of visits for the problem to be correctly identified and the repair completed. This was beyond the Association's control and reasonable attempts were made to identify defects with a minimum of delay, avoiding excessive work and hold-up. There had been no breach of statutory Right to Repair. There was uncertainty about the cause of the blockage whilst it was being investigated which may have given cause for the tenant to feel they were given inconsistent explanations. As there had been no failure or unreasonable delay in services provision, the complaint was not up held.

Analysis

As the Association has 966 properties, the two complaints received this quarter represents 0.2% of its housing stock and none of the complaints relate to an equality issue. With respect to stock type, the two complaints were from Tenants.

Overall Complaints 1 April 2024 – 30 June 2024 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Smell in Property	Property Services	1	0
Blocked Toilet Repair	Property Services	1	0
Total		2	0

Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Smell in Property	0	0	0	1
Blocked Toilet Repair	0	0	0	1
Total	0	0	0	2

Stage 1 Frontline Resolution

Complaint Area	No. of Complaints	Resolved Within Target (5 Working Days)	Outwith Target	% Within Target	% Outwith Target
Smell in Property	1	1	0	100	0
Blocked Toilet Repair	1	1	0	100	0
Total	2	2	0	100	0

