

# LANARKSHIRE HOUSING ASSOCIATION

## QUARTERLY COMPLAINTS MONITORING

1 January 2024 – 31 March 2024



# 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

Three complaints were received during the quarterly period of January – March. One complaint related to a rent account. One related to reporting of rodents and one complaint related to a tenancy matter.

## Action Taken

### Rent Account

- This complaint was upheld as a direct debit amendment had been incorrectly applied and a failure to adequately monitor and action balances. A failure on behalf of a staff member to follow up on requests to contact the tenant was also identified. An apology was provided to the complainant.

### Reporting of Rodents

- After investigation this complaint was partially upheld due to the tenant not being advised when they first contacted the Association about the issue, that they should make contact again if our advice to use humane traps had failed to resolve the issue. An apology was given and an offer of a Time and trouble payment was also made.

### Tenancy Matter

- This complaint was investigated and was found not to be upheld in relation to awarding the tenancy to the complainant after the passing of their mother who was the tenant. This was due to insufficient information and discrepancies in evidence to support that they had lived there for a period of 12 months with the Association's knowledge, required by legislation. It was also not upheld in relation to a conversation with the deceased tenant's daughter regarding the termination of the tenancy and return of keys to the property, who also did not mention that any other person had been residing there. They could, however, be considered for another property in the same area which was currently vacant and this was offered to the complainant.

## Analysis

As the Association has 967 properties, the three complaints received this quarter represents 0.3% of its housing stock and none of the complaints relate to an equality issue. With respect to stock type, the complaints were all in relation to Tenants.

## Overall Complaints 01 January – 31 March 2024 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Rent Account	Housing Services	1	0
Reporting of Rodents	Property Services	1	0
Tenancy Matter	Housing Services	1	0
<b>Total</b>		<b>3</b>	<b>0</b>

## Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Rent Account	0	1	0	0
Reporting of Rodents	0	0	1	0
Tenancy Matter	0	0	0	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>

## Stage 1 Frontline Resolution

Complaint Area	No. of Complaints	Resolved Within Target (5 Working Days)	Outwith Target	% Within Target	% Outwith Target
Rent Account	1	1	0	100	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>100</b>	<b>0</b>

## Stage 2 Investigation

Complaint Area	No. of Complaints	Acknowledged Within Target (3 Working days)	Resolved Within Target (20 Working Days)	Outwith Target	% Within Target	% Outwith Target
Reporting of Rodents	1	1	1	0	100	0
Tenancy Matter	1	1	1	0	100	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>100</b>	<b>0</b>

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

