

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

01 July 2022 – 30 September 2022



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 July - September. One complaint related to drainage problems in bathroom. One other complaint was in relation to a neighbour complaint and the other complaint was repeat flooding from bath.

Action Taken

Drainage Problems in Bathroom

- An investigation confirmed that after a fourth repair for blockages in the bath, the complainant had been left with no bath or shower facilities over a weekend due to Contractor staff shortages. The repair had become a prolonged situation which was unacceptable and an apology was given together with an offer of a Time and Trouble payment. The complaint was upheld.

Neighbour Complaint

- An investigation was conducted and found that after issues had been previously reported regarding the neighbour, the Housing Services department had in some instances failed to follow procedures and could have maintained better communication with the complainant. The situation was also meant to be monitored; however, this did not adequately happen. The problem with a flooded toilet allegedly caused by the neighbour should also have been given a higher priority and communicated more effectively. An apology was provided and a Time and Trouble payment was offered. The complaint was partially upheld.

Repeat Flooding from Bath

- After an investigation it was found that the bath waste had not been fitted properly resulting in the flooding. An apology was provided and a Time and Trouble payment was offered. The complaint was upheld.

Analysis

As the Association has 968 properties, the three complaints received this quarter represents 0.3% of its housing stock and none of the complaints related to an equality issue. With respect to stock type, two complaints were from tenants and the other was from a private owner residing below one of the Associations tenants.

Overall Complaints 01 July – 30 September 2022 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Drainage Problems in Bathroom	Property Services	1	0
Neighbour Complaint	Housing Services	1	0
Repeat Flooding from Bath	Property Services	1	0
Total		3	0

Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Drainage Problems in Bathroom	0	1	0	0
Neighbour Complaint	0	0	1	0
Repeat Flooding from Bath	0	1	0	0
Total	0	2	1	0

Stage 1 Investigation

Complaint Area	No. of Complaints	Acknowledged Within Target (3 Working days)	Resolved Within Target (20 Working Days)	Outwith Target	% Within Target	% Outwith Target
Repeat Flooding from Bath	1	1	1	0	100	0
Total	1	1	1	0	100	0

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
Drainage Problems in Bathroom	1	1	1	0	100	0
Neighbour Complaint	1	1	1	0	100	0
Total	2	2	2	0	100	0

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

