

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

1 October 2023 – 30 December 2023



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 October - December. One complaint related to a number of factoring issues, one related to repairs & ground maintenance and the other complaint was in relation to a repair.

Action Taken

Factoring Issues

- An investigation was carried out and this complaint was partially upheld in respect of uncertainty over the charging of grass cutting on a piece of land adjacent to their development. An apology was provided, and a Time and Trouble payment offered.

Repairs & Ground Maintenance

- This complaint was not upheld as there had been no failure or unreasonable delay in service provision. Repairs and inspections had been instructed.

Leak in Bathroom

- An investigation was conducted on the various issues raised in relation to a repair for a leak in bathroom. Two elements of the complaint were partially upheld and one concerned the failure to meet our 2-hour emergency repairs response time, however, it should be noted that the statutory right to repair timescale was not breached. The other related to the lack of a follow-up phone call to advise on the drying out process which left the complainant unaware of this. Apologies were extended and an offer of a Time and Trouble payment was made.

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 from an Owner, Factored Property, and a Tenant.

Overall Complaints 01 October – 30 December 2023 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Factoring Issues	Housing Services	1	0
Repairs & Ground Maintenance	Property Services	1	0
Leak in Bathroom	Property Services	1	0
Total		3	0

Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Factoring Issues	0	0	1	0
Repairs & Ground Maintenance	0	0	0	1
Leak in Bathroom	0	0	1	0
Total	0	0	2	1

Stage 1 Frontline Resolution

Complaint Area	No. of Complaints	Resolved Within Target (5 Working Days)	Outwith Target	% Within Target	% Outwith Target
Repairs & Ground Maintenance	1	1	0	100	0
Total	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
Factoring Issues	1	1	1	0	100	0
Leak in Bathroom	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

