

## PERFORMANCE SCRUTINY PANEL – 19TH FEBRUARY 2019

### Report of the Lead Member for Housing Lead Member: Councillor Paul Mercer

#### ITEM 10 HOUSING REPAIRS COMPLAINTS

##### 1. Purpose of the Report

To consider the complaint trends for housing repairs and asset management. A summary of complaints received in 2017/18 and complaints received to the end of Q3 2018/19 can be found at Appendix 1.

##### 2. Trends

##### 2.1 Comparison with previous years:

Full Year	Total number of Repairs and Asset Management complaints (All stages) <sup>1</sup>
2012/13*	340
2013/14*	317
2014/15*	193
2015/16	420
2016/17	427
2017/18	390

  

April-December (Q1-3)	
2017/18	321
2018/19	190

*\*Information is not directly comparable due to the change in the Corporate Complaints procedure with the introduction of the informal stage (Stage 0). Data provided for information purposes only.*

In 2017/18 321 complaints were received to the end of Q3. In 2018/19 190 were received. This is around a 41% reduction comparing like for like periods year on year.

In 2017/18 43 compliments were received to the end of Q3. In 2018/19, 32 compliments were received. This is a 26% reduction comparing like for like periods year on year.

In 2017/18 performance against response times was around 97%. In 2018/19 performance against response times fell to around 86% for stage zero and stage one complaints. A new process has been put in place to support faster response times.

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<sup>1</sup> The number of complaints detailed reflects stage 0, 1 and 2 complaints. One complaint may pass through each stage therefore it will be counted three times.

## 2.2 Repairs

In 2017/18, 185 complaints were received to the end of Q3. In 2018/19 96 complaints were received. This is a decrease of around 48% when comparing like for like periods year on year.

The in-house repairs team completed 8144 repairs to the end of Q3. The overall complaint rate remains proportionately low at around 1%.

## 2.3 Asset Management

In 2017/18 98 asset management complaints were received to the end of Q3. In 2018/19 57 asset management complaints were received. This is a 41.8% reduction in the number of asset management complaints when comparing like for like periods year on year.

## 2.4 Compliance

In 2018/19 twelve compliance complaints were received to the end of Q3. In previous reports this section has been part of the overall repairs performance data. It is now distinct.

## 2.5 Complaint Reasons

Five stage one complaints concerning failure of service were received in 2018/2019 to the end of Q3, compared with twenty in 2017/18, a reduction of around 58% comparing like for like periods year on year.

Five stage one complaints concerning disagreements with policy were received in 2018/2019 to the end of Q3, compared with seventeen in 2017/18 a reduction of 70.6 % comparing like for like periods year on year.

A review of complaints received in 2018/19 Q1-3 showed that 23% were due to service delay and 17% to service failure. The section has suffered with a number of long term staff absences. Recruitment is in progress and it is expected that performance will improve.

Customer satisfaction remains high for in-house repairs delivery. The 2018/19 Q1-3 figures are as follows:

Tenants satisfied with responsive repair overall - 97.22%

Tenants satisfied with the time taken to complete the repair - 97.2%

Tenants satisfied tha the operative arrived on time - 98.10%.

Appendix 1: Repairs and Asset Management Complaints Summary

Background Papers: None

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## **Appendix 1 - Repairs and Asset Management Complaints Summary**

### Stage 0

	2018/19 (Apr-Dec 18)	2017/18 (Apr-Dec 17)	2017/18 (Full year)
Asset Management	57	98	123
Repairs	96	185	217
Compliance	12	-	-

### Stage 1

Team	Total number received (Apr-Dec)		Upheld/partially upheld		Upheld/partially upheld %	
	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018
Asset Mant.	8	18	7	10	88%	56%
Repairs	11	20	8	11	73%	55%
Compliance	2	-	1	-	50%	-

### Stage 2 (Investigated independently and responded to by the Corporate Development Officer)

Team	Total number received (Apr-Dec)		Upheld/partially upheld		Upheld/partially upheld %	
	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018	2018/ 2019	2017/ 2018
Asset Mant.	4	1	2 (1 decision not due until 25/1/19)	0	67%	0.00%
Repairs	0	3	0	2	0%	67%
Compliance	0	0	0	0	0	0

### Complaint Reasons (upheld or partially upheld stage 1 & 2 complaints)

Complaint reason	Total number (Q1-3)		% of total complaints	
	2018/ 2019	2017/ 2018	2018/ 2019 (Q1-3)	2017/ 2018
Service Failure	5	8	27.5%	35%
Service Delay	3	4	17.5%	17%
Communication	1	5	5.5%	22%
Procedure not followed	-	-	-	-
Disagrees with policy	5	5	27.5%	22%
Incorrect/insufficient	1	1	5.5%	4%

information				
Incorrect action taken	-	-	-	-
Issue with work completed	2		11%	
Issue with work in progress	1	-	5.5%	
Staff attitude/behaviour	-	-	-	-
Miscellaneous	-	-	-	-
Total	18	23	100%	100%