

**HOUSING MANAGEMENT ADVISORY BOARD
12TH SEPTEMBER 2018**

**Report of the Head of Landlord Services
Lead Member: Councillor Paul Mercer**

ITEM 4 HOUSING REPAIR SERVICES – BREAKDOWN OF 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 can be found at Appendix 1.

2. Trends

2.1 Comparison with previous years:

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

**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 2016/17 427 complaints were received. In 2017/18 390 complaints were received. This is a 8.7% reduction in the number of complaints received.

In 2016/17 78 compliments were received. In 2017/18 57 compliments were received. This is a 26.9% reduction in the number of compliments received.

In 2016/17 92.8% of complaints were responded to within timescales. In 2017/18 performance against response times improved and 96.75% of complaints were responded to within timescales.

2.2 Repairs

In 2016/17 194 repairs complaints were received. In 2017/18 240 complaints were received. This is a 23.7% increase in the number of repairs complaints received. However, compared to the previous year less complaints were

¹ 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.

escalated to stage 1 and 2 of the process, and less complaints were partially or fully upheld.

The in-house repairs team completed 14168 repairs in 2017/18. The overall complaint rate remains proportionately low with 1.69% of all repairs resulting in a complaint.

2.3 Asset Management (Decent Homes)

In 2016/17 234 asset management complaints were received. In 2017/18 150 asset complaints were received. This is a 35.9% reduction in the number of asset management complaints received. The programme of capital works in 2017/18 was smaller than in the previous year.

Appendix 1: Repairs and Asset Management Complaints Summary

Background Papers: None

Officer(s) to Contact: Peter Oliver
Head of Landlord Services
Tel: 01509 634952
Email: peter.oliver@charnwood.gov.uk

Appendix 1 - Repairs and Asset Management Complaints Summary

Stage 0

	2017/18	2016/17
Asset Management	123	187
Repairs	217	163

Stage 1

Team	Total number received		Upheld/partially upheld		Upheld/partially upheld %	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Asset Management	24	35	12	28	50.00%	80.00%
Repairs	20	26	12	19	60.00%	73.08%

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

Team	Total number received		Upheld/partially upheld		Upheld/partially upheld %	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Asset Management	3	12	0	6	0.00%	50.00%
Repairs	3	4	2	3	66.66%	75.00%

Complaint Reasons (upheld or partially upheld stage 1 & 2 complaints 2017/18 only)

Complaint reason	Total number	% of total complaints
Service Failure	14	28%
Service Delay	11	22%
Communication	5	10%
Procedure not followed		
Disagrees with policy	17	34%
Incorrect/insufficient information	1	2%
Incorrect action taken	1	2%
Staff attitude/behaviour		
Miscellaneous	1	2%
Total	50	100%