

How did we deal with complaints?

There were 131 dealt with from 1/4/21-30/9/21



Complaints were responded to within 17 days on average

126 were resolved with a formal investigation and written response



How did we deal with complaints?

5 were escalated to internal review because the customer was not satisfied with the first written response provided



What did we do as a result of the complaints?



Improved our response to reports of anti-social behaviour, ensuring that our procedures are up to date and cases are well documented in order to achieve positive outcomes for our customers

Put processes in place to make sure that defects on new homes are picked up in a timely manner by the developers

Reviewed our internal processes to ensure that the time taken to install new kitchens and bathrooms is as short as possible to minimise disruption to customers

Worked with our maintenance contractors to improve communication and ensure we keep customers informed of when they can expect work to be completed

Appointed a new contractor to improve the response times to lift breakdowns so the length of time customers are inconvenienced is minimal