

Annual Complaints Performance and Service Improvement Report 2023/24

Our stage one complaints per 1000 properties were 13 against our target of a maximum of 20.

During the year we received 11 stage one complaints and no stage 2 complaints.

Four cases around day to day maintenance:

- contractor appointment failure
- building fabric not fit for purpose
- leak from above
- recharge costs

Seven cases regarding housing management (including one ASB):

- parking
- feeling unsafe in home due to neighbours and mental health
- services paid for and not received
- neighbour nuisance
- staff complaint
- costs of tree removal

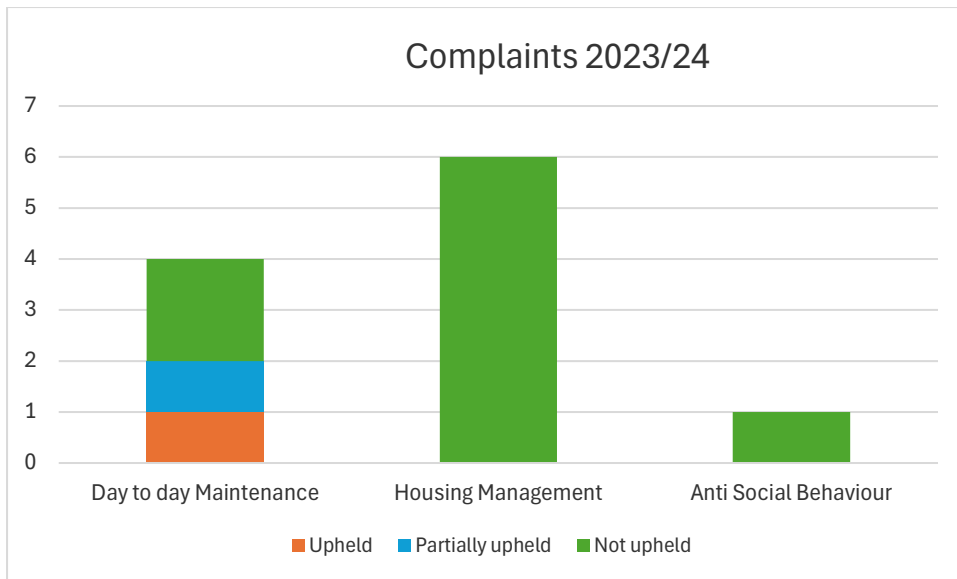
All cases were resolved at stage one. One complainant requested to go to stage 2, which we declined, as all of their complaints had been answered at stage one. One complainant requested to go to stage two and then withdrew once they were satisfied repair works were progressing.

One case was upheld, one was partially upheld, with the remainder not upheld. We paid compensation to one resident for an abortive contractor appointment.

As per the Complaints Handling Code:

- There were no complaints we refused to accept;
- There were no findings of non-compliance with this Code by the Housing Ombudsman Service (HOS);
- We did not receive an annual report about our performance from the HOS;
- We did not receive any other relevant reports or publications produced by the Ombudsman in relation to Keniston's work.

On the last two bullet points above, if the HOS is investigating Keniston (KHA) regarding complaints escalated to them, they may issue reports or publications in relation to these investigations or where a finding of severe maladministration has been made.



Service Improvements highlighted

- Discussing the details with residents helps to get a clearer understanding of their complaint and assists with positive resolution
- Answering every specific point raised can prevent escalation
- Being more proactive when situations first arise
- Feedback to contractors on the importance of two way communication to KHA and the resident
- Independent assessment of cases means we can be more solution focussed
- Review of forms completed on mutual exchanges and voids to include trees and large shrubs in gardens, to clarify responsibilities and avoid misunderstanding
- Maintenance teams to flag where trees/large shrubs are affecting drains/pathways
- Contractors' personal contact details should not be disclosed to residents.

Our Member Responsible for Complaints (MRC) response:

As the recently appointed MRC for KHA, I recognise that at times we may not always get it right. KHA have provided clear and transparent data on complaints to the Board, utilising an effective complaints system. This system allows for proper consideration to allow fair outcomes. The system also allows KHA self-improvement and learning, whilst also gathering valuable insight and intelligence to strengthen KHA performance.

Stephen Hoad