



Manningham Housing Association

Compliments and Complaints Report

Q3 & Q4 2023-2024

INTRODUCTION

This report is intended to provide the Committee with assurance and insight into how we deal with complaints and compliments.

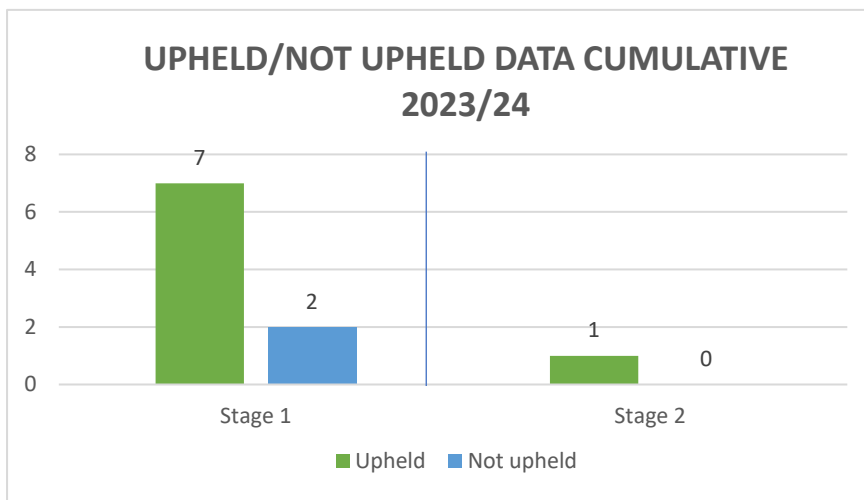
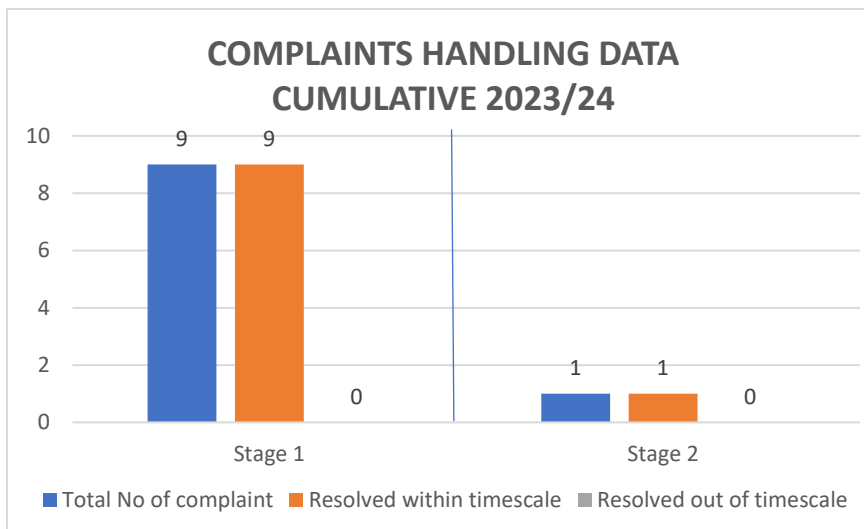
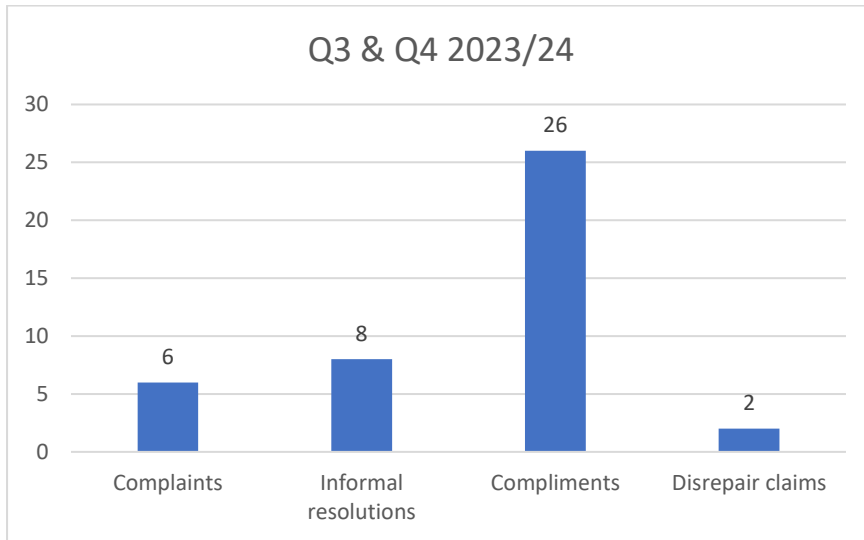
In Section 2 of 'The Charter for Social Housing Residents' published by the Ministry of Housing, Communities and Local Government (MHCLG), there are three tenant satisfaction measures for complaints handling which each landlord will need to report on. These include:

- Number of complaints relative to the size of the landlord
- Percentage of complaints resolved within the agreed timescale
- Tenant satisfaction with landlord's complaints handling

This report includes data for the satisfaction mentioned above measures and learning outcomes for each complaint and informal resolution. Informal resolutions have been included in this report as the new Housing Ombudsman Code encourages the recording of informal resolutions (or near misses) before they escalate to a formal complaint.

The new guidance for landlords on disrepair claims is that they continue to use the complaints procedure when the pre-action protocol has commenced and until legal proceedings have been issued to maximise the opportunity to resolve disputes outside the court. As such, all disrepair claims received in these two quarters have been logged as formal complaints and included in this report.

EXECUTIVE SUMMARY Q3 & Q4



COMPLAINTS BEING INVESTIGATED BY THE HOUSING OMBUDSMAN 23/24

	Number of cases	Case Summary
Number of cases currently under investigation by the Housing Ombudsman	0	
Housing Ombudsman determinations	0	
Housing Ombudsman non-compliance orders	0	

COMPLAINTS (Q3)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Tenant called to complain an operative used abusive language towards her. Tenant also mentions that contractor did not make appointment to carry out the gutter's repairs.	1	Upon investigating the complaint, it was found from the CCTV and comments made by the neighbours, that there was no evidence of the operative using abusive language. It was found the tenant was using foul language towards the operatives. The contractor also provided evidence of pre-booking the appointment with the tenant. Complaint not upheld	No learnings
Tenant emailed to complain about the condition of her kitchen, tenant was advised it was not up for renewal yet and she was not happy with this response.	1	Investigation has been carried out to the property, which found that the tenants concerns were valid. Kitchen will be placed on the renewal programme for 24/25. Complaint upheld	Staff should raise an inspection when the tenant is reporting components in a bad condition and not use a blanket approach that they are not up for renewal yet.
Customer emailed to make a complaint against their Neighbourhood Officer. Customer was not happy that the Neighbourhood officer attended without making an appointment.	1	Investigation found the Neighbourhood Officer had not made an appointment prior to attending the property and this had happened on more than one occasion. This information was cascaded back to the Neighbourhood Officer who took this feedback onboard and apologised to the customer. Complaint upheld	Staff reminded of MHA's customer promise of making an appointment and giving 24-hour notice before visiting a tenant.

COMPLAINTS (Q4)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Letter received wanting to escalate the tenant's original complaint about outstanding	2	Complaints panel meeting conducted, and issues were discussed. Its was found that some of the delays were due to us	Timescales of work should be made clear to the tenants

works to Stage 2. The tenant was not happy with the stage 1 outcome.		waiting for a structural survey report, however other works could have still been completed. MHA accepted where they have gone wrong and apologised to the tenant and increase the compensation amount to £1000. Complaint upheld	and any possible delays should be communicated.
Tenant emailed to complain about a contractor missing an appointment that had been made, and not informing him that they will not be attending.	1	During the investigation it was found that the contractor was using a sub-contractor, and our contractor was unaware that the appointment was missed. The contractor apologised and a £50 goodwill gesture was given to the tenant. Complaint upheld	Contractor to ensure better communication with tenant especially when using sub-contractor, to ensure MHA standards are met.
Tenant called to complain about a staff member, he was unhappy with the behaviour and attitude during a conversation that took place regarding his kitchen upgrade.	1	Upon investigation, the member of staff explained that the tenant was not cooperating with them and admitted that their conduct was unprofessional and that they should have dealt with the situation better. The staff member expressed regret and has apologised to the tenant. Complaint upheld	Staff reminded of MHA expectation of staff conduct and made it clear that unprofessional behaviour is not acceptable.

DISREPAIR CLAIMS (Q4)

Summary of complaint	Complaint stage	Outcome of complaint	Learning from complaint
Disrepair claim letter received regarding condition of bathroom, windows, and other repairs.	1	The pre-action protocol was initialised, surveyor inspected bathroom and it has been added to planned programme for 2024/25. The solicitor has requested a joint inspection with their surveyor and MHA to discuss remaining repairs, this is to be arranged. Complaint is with our legal team.	Make sure condition of components is reported back to maintenance team where issues have been identified.
Disrepair claim letter received regarding mould, damp, and other repairs within the property.	1	The pre-action protocol was initialised, inspection and damp survey completed, no rising damp found. Works for mould and other repairs was issued and completed. MHA was not aware of the repair issues prior to this letter. Complaint is with our legal team.	No learnings.

COMPLIMENTS (Q3)

Compliment type	Summary
Customer email	Tenant appreciating Faisal going the extra mile and assisting her in clearing her debt of £1844.45. She no longer had to worry about the debt she owed.
Google review	Applicant was happy with Ayesha completing their application. They found Ayesha very helpful and communicated with them in Bengali, which made them feel more comfortable.
Google review	Tenant just wants to say thank you to Faisal and MHA staff for supporting them.
Google review	Tenant has been appreciating Faisal's help throughout the time at MHA. Faisal has gone out of his way to provide the support they need.
LinkedIn review	Juli Thompson CEO at Food Savers and Inn Churches attended last year summer event organised by MHA staff, she appreciates how the event was managed and how supportive the staff.
Google review	Tenant found Faisal helpful and supportive and really appreciated his help. He offered good advice and guidance for the tenant's situation.
Google review	Tenant said Faisal was very supportive towards him and his family. Faisal reassured them and dealt the query efficiently.
Google review	A teacher who visits MHA to deliver course found they whole experience very inspirational. she found that the staff friendly, welcoming, and maintaining good relationship.
Google review	Tenant really appreciated Faisal help, who guided and completed their applications.
Google review	Applicant found Yaseen very helpful, who updated their application and provided further advise. Applicant really appreciated the service Yaseen provided.

COMPLIMENTS (Q4)

Compliment type	Summary
Google review	Tenant appreciates the service MHA staff provides to her and recommended MHA to others.
Google review	Customer appreciating the fun and creative activities that MHA carry out in the community. She found it easy to approach Simi and grateful to be part of JUMP.
Customer portal	Tenant is happy speaking to Yaseen in their own language and explaining the rent account in detail. She wants to say thank you to all MHA staff especially Yaseen.
Google review	Tenant is happy with the service received by Sayed's and believes he is a credit to MHA. She is also happy with the out of hours service especially providing service through the holiday period.
Google review	Tenant believes Sayed is a great member of staff and non-judgemental. An asset to MHA.
Google review	Tenant found Sayed very helpful and supportive. Tenant would like to be informed when they have a new housing officer to make it easier to build relationship.
Google review	The customer conveyed their appreciation to Yaseen for assisting them in registering on the CBL.
Google review	Yaseen received a compliment as a customer expressed gratitude for his assistance in registering on the CBL.
Google review	Ayesha was praised for his exceptional support in aiding a customer through the registration process on the CBL. The customer specifically expressed gratitude for Ayesha's patience and guidance during the

	entire registration procedure.
Google review	Applicant found Ayesha very helpful and appreciated her completing the application.
Google review	Mr Shah has been an MHA tenant for last 20yrs, he believes MHA is brilliant landlord and Faisal is a credit the company. Recently, Faisal has gone above and beyond for them.
Google review	Applicant appreciating Yaseen helping them with the application.
Customer email	A compliment has been received for Prafula, with the customer expressing their gratitude for the support she has provided
Google review	Customer expressing appreciation for the event at Manningham Sport Centre organized by the community events team.
Google review	Customer expressing gratitude to Simi for organizing an event that involved fun activities.
Customer call	Tenant called in to provide a compliment to contractor (SRK). They mentioned that Steve has done an amazing job at their house.

INFORMAL RESOLUTIONS (Q3)

Service failure type	Summary of service failure	Learning from service failure
Repairs	Tenant called to complain about operatives attending on behalf of MHA without boot covering. They drilled various holes in the ceiling and walls without covering the carpet. We apologised to the tenant on behalf of the contractor and advised that the manager will be informed of this, and they will speak to the contractors about this. Tenant was happy with this and did not want to take the matter further.	Ensured all contractors are briefed of MHA's expectations during contractor meetings, so that something like this doesn't happen in the future.
Repairs x2	Tenants called chasing updates and wanted to speak to the surveyor who came out to the property to carry out the inspections. Tenants were not happy with the timescale that is taking the surveyor to respond. Surveyor called both tenants and apologised for the delay and explained the reason for the delay and the timescale of the works. Tenant was happy with the response.	Update tenants on a regular basis, if there are delays in works these should be communicated to the tenant.
Estates	A private homeowner contacted MHA via email to report an issue with a tree owned by MHA causing problems for them, they contacted MHA on a few occasions, and nothing had been done. Estates Officer contacted the resident and arranged for a contractor to provide a quote and complete the necessary work as we did not internally have the resources at the time. The resident was happy with the outcome.	Provide updates on any delays and keep the residents informed.

INFORMAL RESOLUTIONS (Q4)

Service failure type	Summary of service failure	Learning from service failure
Repairs	<p>Tenant called to report that the contractor failed to wear shoe coverings to the tenant's property. Apologised to the tenant on behalf of the contractors and reassured the tenant that this is not the expected conduct from operatives, as one of our requirements is to wear shoe coverings to properties so this will be passed to the manager to raise with the contractor. Tenant was happy with the response and did not want to take the matter further.</p>	<p>Contractors to ensure they follow the code of practice and expectations set by MHA</p>
Repairs	<p>Tenant called MHA to inform us that she recently had a new boiler installed in her property, but the wiring to the boiler control unit hadn't been completed yet. We called the contractor and asked them to return the following day. We then called the customer back and informed her of the resolution, the customer expressed satisfaction with the outcome.</p>	<p>Contractors to ensure jobs are completed to the correct standards, if there are any delays these should be well communicated with the tenant.</p>
Repairs	<p>Tenant called and was not happy that a contractor attended her property and could not repair the shower pump. We apologised to the tenant and arranged for the manufacturers to attend and fix the pump. The tenant was happy that the issue was now resolved.</p>	<p>Contractors to communicate back to MHA if they cannot carry out a repair and inform the tenant.</p>
Repairs	<p>Tenant called to say she was not happy with the works carried out by the contractors; we asked the surveyor to carry out a post inspection to assess the repair. We apologised to the tenant for the inconvenience caused and she was happy with the outcome.</p>	<p>Contractor to ensure all repairs are completed to the standard we expect more post inspections to be done to ensure this.</p>