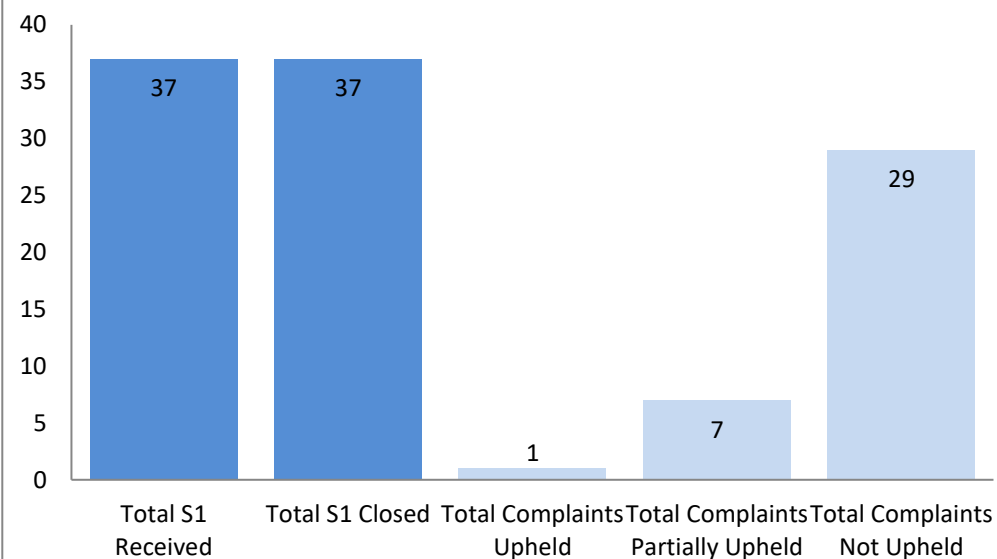


## Appendix 4 - EKH Complaints Report – F&HDC (Apr-Jul' 2019)

We responded to 37 Stage 1 complaints between 1<sup>st</sup> Apr and 31<sup>st</sup> July 2019. 7 were partially upheld and 1 was fully upheld. The upheld complaint was regarding the amount of compensation offered following boiler issues. This was referred to Gas Contract Services for resolution.

The highest amount of complaints related to repairs and maintenance, totalling at 19 complaints (or 51% of total received) and the highest cause of complaints was poor timeliness (13 complaints or 35%).

**Stage 1 Resolution Statistics (Apr-Jul '19)**



Key Data	01/04/2019 - 31/07/2019
Total S1 Received	37
Total S1 Closed	37
Total Complaints Upheld	1
Total Complaints Partially Upheld	7
Total Complaints Not Upheld	29

Percentage of Complaints Upheld	2.70
Percentage of Complaints Partially Upheld	18.92
Percentage of Complaints Not Upheld	78.38

**Stage 1 by Category (Apr-Jul '19)**



Of the repairs and maintenance complaints, **8** were directly related to Mears; **4** directly related to P&R heating contractor(s).

The top 3 complaint issues are surrounding timeliness, communication & EKH decision.

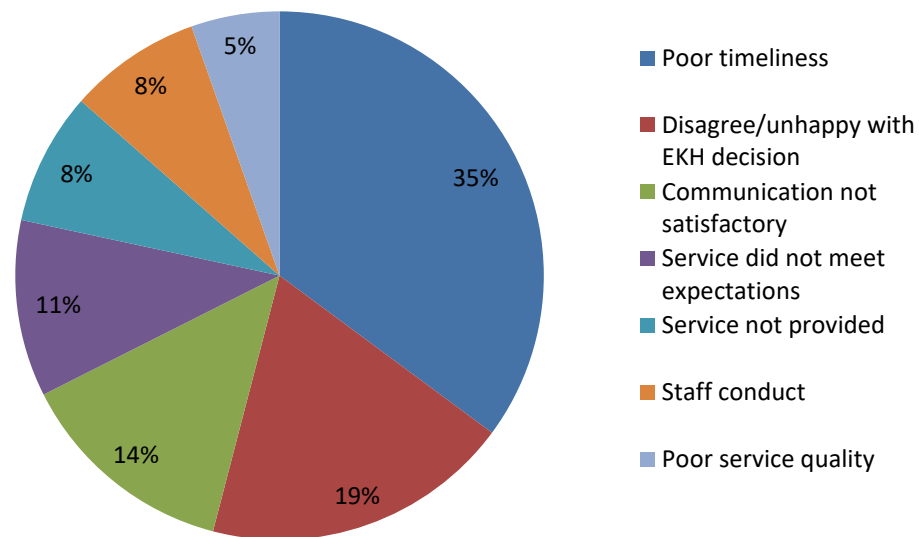
Despite service provision and quality not being the majority cause(s), Repairs & Maintenance generated the majority of complaints received.

The services provided produced minority of complaints, with lowest percentage being "service quality"

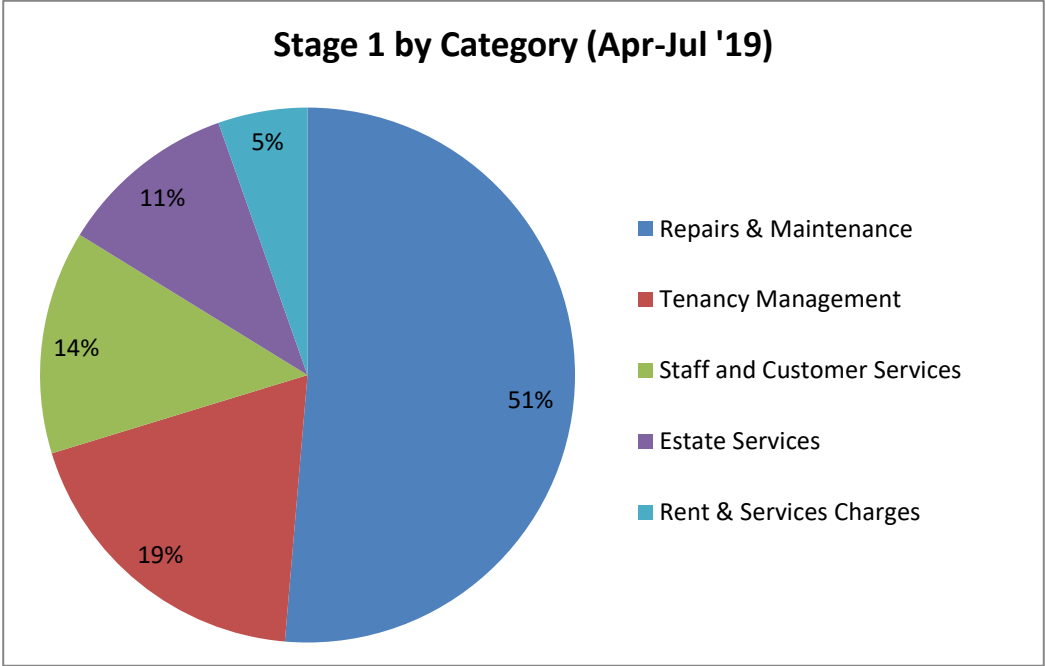
Causes	Count for this period
Poor timeliness	13
Disagree/unhappy with EKH decision	7
Communication not satisfactory	5
Service did not meet expectations	4
Service not provided	3
Staff conduct	3
Poor service quality	2

Housemark Category	Count for this period
Repairs & Maintenance	19
Tenancy Management	7
Staff and Customer Services	5

**Breakdown of Stage 1 Causes (Apr-Jul '19)**



Estate Services	4
Rent & Services Charges	2



Only 2 complaints were escalated to stage 2.

Both complaints related to repairs and maintenance, one about issues with heating and damage caused when repairs were also carried out, the other relating to 'move-in' dates which were put back due to work required at the property in question.

Neither of the two Stage 2 complaints were upheld.

Both causes are categorised "Unhappy with EKH decision"

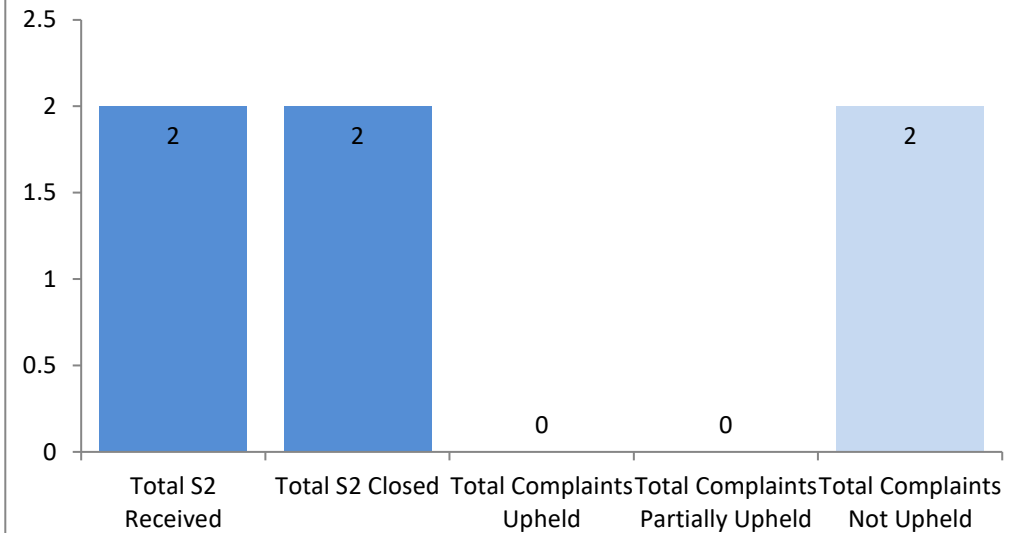
Key Data	01/04/2019 - 31/07/2019
Total S2 Received	2
Total S2 Closed	2
Total Complaints Upheld	0
Total Complaints Partially Upheld	0
Total Complaints Not Upheld	2

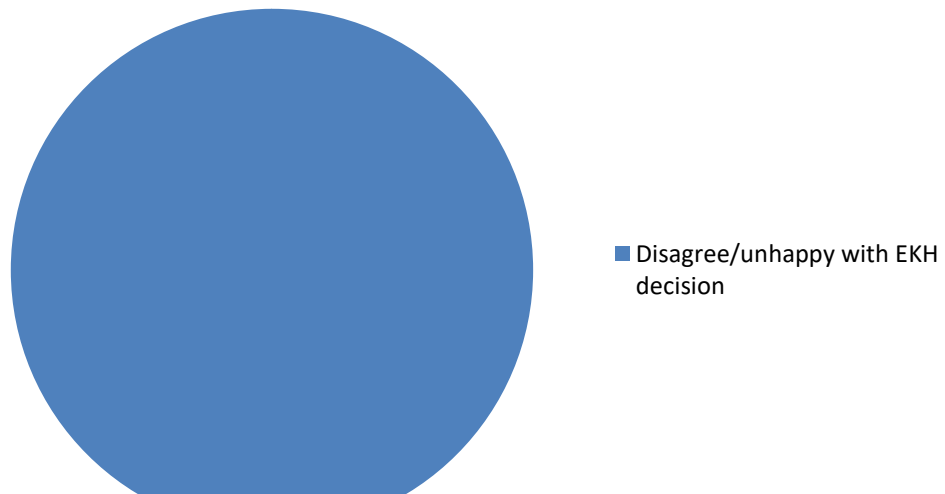
Percentage of Complaints Upheld	0.00
Percentage of Complaints Partially Upheld	0.00
Percentage of Complaints Not Upheld	100.00

Causes	Count for this period
Disagree/unhappy with EKH decision	2

Housemark Category	Count for this period
--------------------	-----------------------

**Stage 2 Resolution Statistics (Apr-Jul '19)**



**Breakdown of Stage 2 Causes (Apr-Jul '19)**

In addition to our records, our contractors have provided numbers of complaints they have received directly. We have been supplied with figures from GCS, MEARS and Town & Country Cleaners.

We have been advised that P&R did not supply any information concerning complaints received whilst carrying our repairs work to GCS for May and June (table on the right), however April shows 0 number received which should be correct.

**GCS/SWALE - FHDC Q1**

2019/20 Q1	Properties Serviced	No. Received	Serv %
April	233	1	99.57
May	367	0	100.00
June	358	0	100.00

Repairs Carried Out	No. Received	Serv %
439	0	100.00
300	0	100.00
282	0	100.00

**MEARS - FHDC Q1**

2019/20 Q1	No. Upheld	No. Not Upheld	Total Complaints
April	6	1	7
May	8	0	8
June	6	0	6

Complaint Cause (Q1)	No. Upheld	No. Not Upheld	Total Complaints
Planned	2	1	3
Response	16	0	16
VOIDs	0	0	0
Other	2	0	2
Total	20	1	21

**TOWN & COUNTRY CLEANERS - FHDC Q1**

2019/20 Q1	Complaints	Compliments
April	1	0
May	1	0
June	0	0