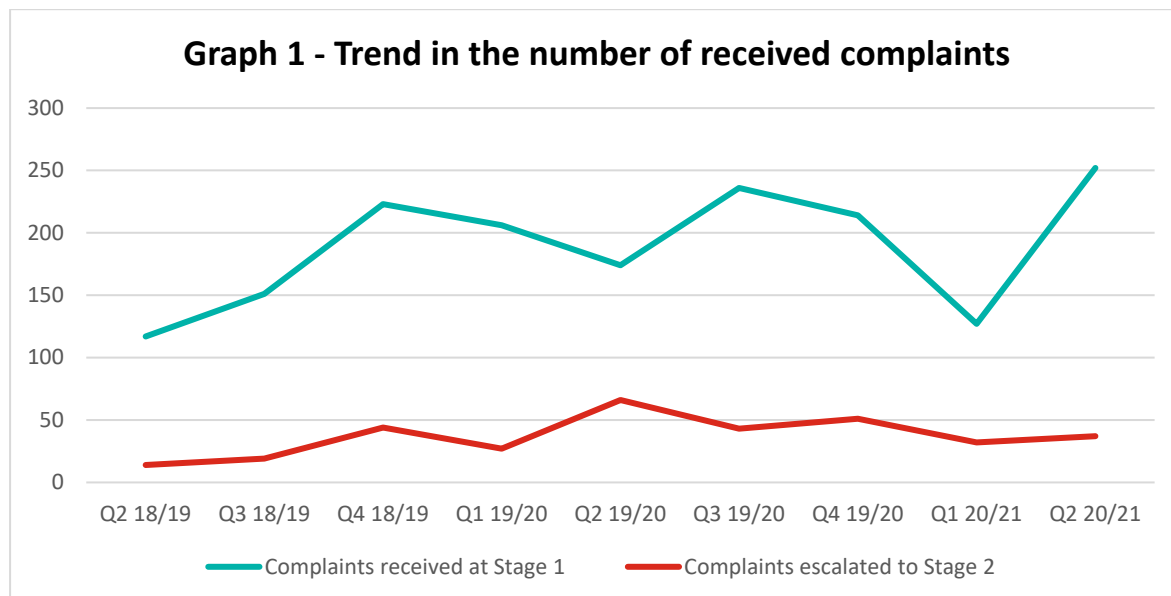


Complaints report for Quarter 2 2020 (July to September 2020)

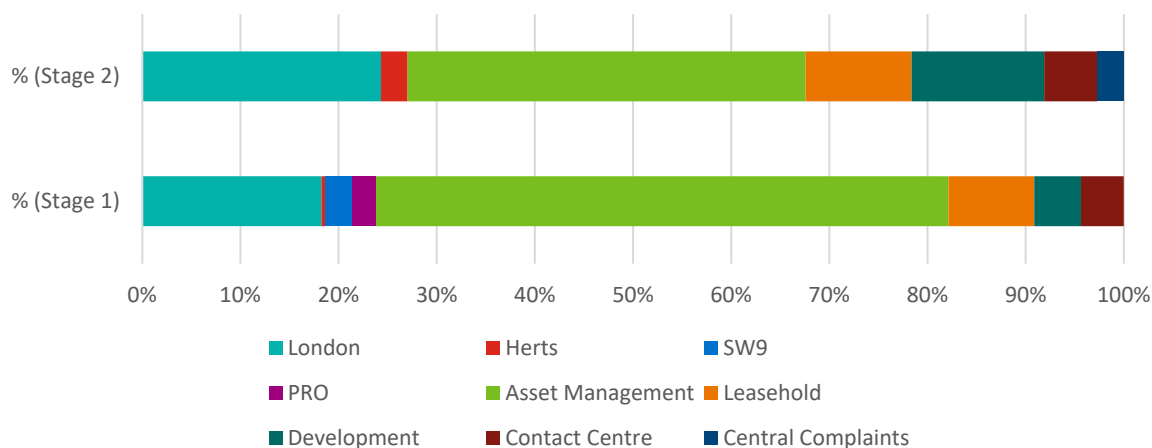


| Quarter | Complaints received at Stage 1 | Complaints escalated to Stage 2 | Proportion of escalated complaints | Target |
|----------|--------------------------------|---------------------------------|------------------------------------|--------|
| Q2 18/19 | 117 | 14 | 12% | 10% |
| Q3 18/19 | 151 | 19 | 13% | 10% |
| Q4 18/19 | 223 | 44 | 20% | 10% |
| Q1 19/20 | 206 | 27 | 13% | 10% |
| Q2 19/20 | 174 | 66 | 38% | 10% |
| Q3 19/20 | 236 | 43 | 18% | 10% |
| Q4 19/20 | 214 | 51 | 24% | 10% |
| Q1 20/21 | 127 | 32 | 25% | 10% |
| Q2 20/21 | 252 | 37 | 15% | 10% |

Graph 1 and the accompanying table shows stage 1 and 2 complaints received covering the period June 2018 to September 2020. Between October 2019 and September 2020, a total of 829 stage 1 complaints were received, this compares with 754 received for the equivalent period 12 months earlier.

There was an increase of 125 Stage One complaints received in the most recent quarter compared to the previous quarter. This could largely be attributed to restrictions easing from covid-19 lockdown and our repairs service resumed to full capacity, as well as our other front-line staff being able to carry out their duties. Overall, it appeared during lockdown residents were understanding and complaints had dropped, so it was inevitable that they would increase again.

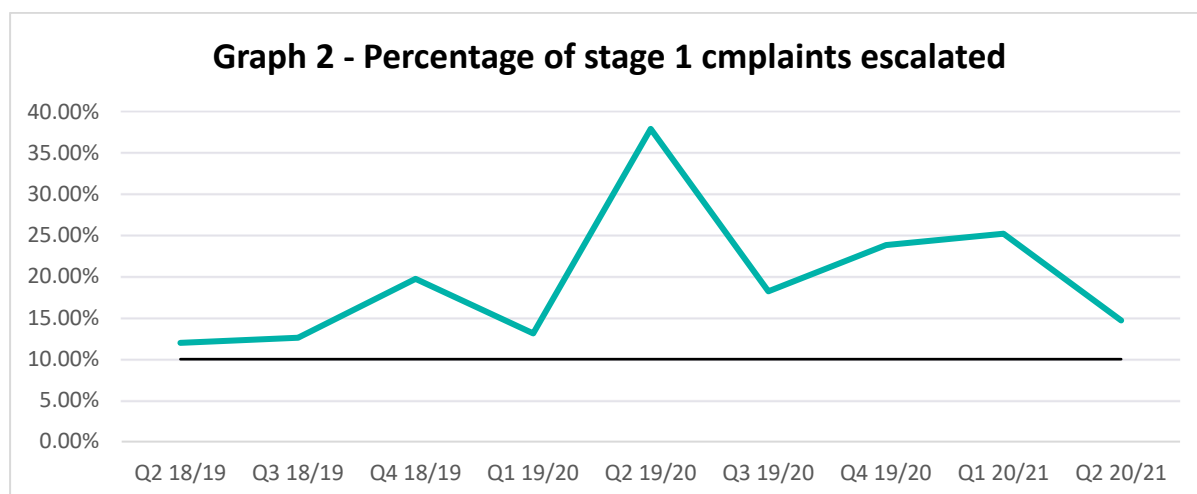
Graph 3 - Total Received Broke Down by Dept - Q2



| Total Received Broke Down by Dept - Q1 | Stage 1 | Stage 2 | % (Stage1) | % (Stage2) |
|--|------------|-----------|------------|------------|
| London | 46 | 9 | 18.25% | 24.32% |
| Herts | 1 | 1 | 0.40% | 2.70% |
| SW9 | 7 | 0 | 2.78% | 0.00% |
| PRO | 6 | 0 | 2.38% | 0.00% |
| Asset Management | 147 | 15 | 58.33% | 40.54% |
| Leasehold | 22 | 4 | 8.73% | 10.81% |
| Development | 12 | 5 | 4.76% | 13.51% |
| Contact Centre | 11 | 2 | 4.37% | 5.41% |
| Central Complaints | 0 | 1 | 0.00% | 2.70% |
| Total | 252 | 37 | | |

A departmental breakdown of complaints received in the quarter is set out in graph 2 together with the accompanying table. Because of the nature of the work they are involved in, Asset Management accounts for at 58% of the total complaints received. 69 of the Asset Management complaints are in respect of Responsive Repairs, followed by 58 from Planned Works and M+E with the remainder from Estate Services and Voids and Lettings. In the London region of the 46 Stage One complaints received 40 complaints were for Neighbourhood and the rest split between Income, Older Persons and Insurance.

Complaints that escalated from Stage 1 to stage 2



A total of 37 Stage 2 complaints were received in the quarter, 29 less than Q4 19/20. The overall escalation rate of 14% was the lowest since Q1 19/20 showing a change in how we have worked closely with the directorates to assist in promoting better responses at Stage 1 and ensuring compensation awarded is in line with the Compensation policy. Most of our escalations also came from Responsive Repairs and Mechanical and Engineering (M & E). It's also worth noting that M & E hired a complaints officer in March which has led to a drop in the amount of their escalations. This decrease in escalations can also be linked to compensation which will be commented on later in this report.

Performance - complaints responded to on time

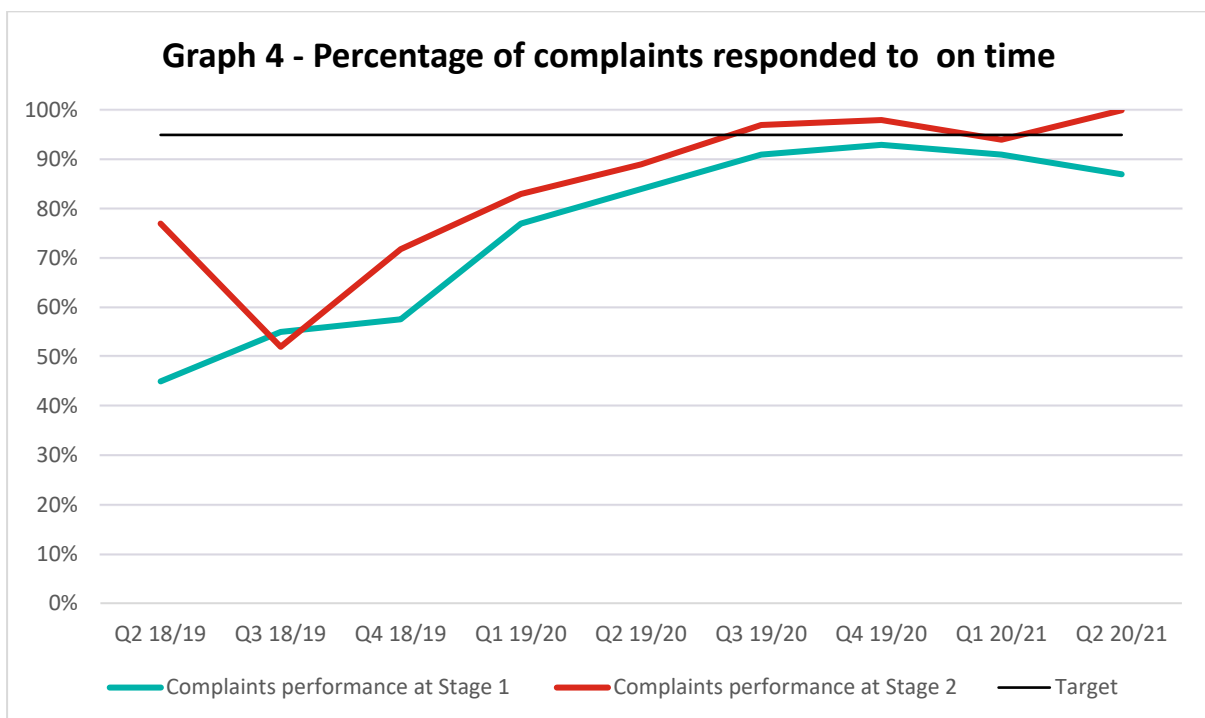
Performance dropped by 4% for Stage One, but Stage Two increased by 6% and was the first time we hit 100% and issued all Stage 2 responses on time since the 2 stage complaints procedure commenced in April 2019. This means that despite the slight dip at Stage 1, the overall figure on total responses being issued has increased in the most recent quarter to 93.5%, marginally below our 95% target.

The last time we hit below 90% for Stage 1 complaints was the equivalent quarter 2 in 2019/20, a dip in this percentage can largely be contributed to Covid-19 and the increase of 125 stage 1 complaints received in the quarter.

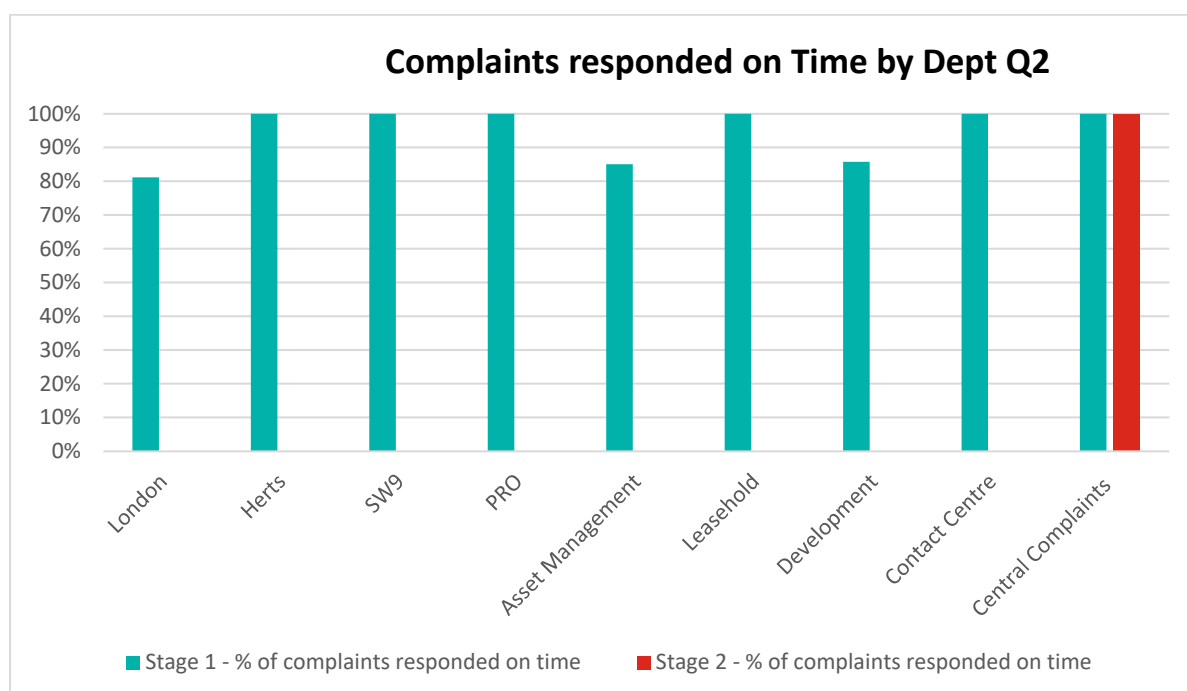
On the previous report we noted Asset Management's performance was especially noteworthy, given that they accounted for 47% of all responses in the last quarter and answered 95% of their complaints on time. This quarter they dropped by 10% to 85%, which can be attributed to an increase of complaints handled. Again, responsive repairs who deal with complaints about our two primary contractors Wates and MCP, resolved 66 stage 1 complaints and 100% of their responses were issues on time. This is compared to Planned Works, Compliance and M & E who resolved 9 less complaints at a total of 57 where 40 were on time and a percentage of 70%.

All Stage Two complaints are responded to by the Central Complaints team and of 35 complaints closed, 35 were on time.

| Quarter | Complaints performance at Stage 1 | Complaints performance at Stage 2 | Target |
|----------|-----------------------------------|-----------------------------------|--------|
| Q2 18/19 | 45% | 77% | 95.00% |
| Q3 18/19 | 55% | 52% | 95.00% |
| Q4 18/19 | 58% | 72% | 95.00% |
| Q1 19/20 | 77% | 83% | 95.00% |
| Q2 19/20 | 84% | 89% | 95.00% |
| Q3 19/20 | 91% | 97% | 95.00% |
| Q4 19/20 | 93% | 98% | 95.00% |
| Q1 20/21 | 91% | 94% | 95.00% |
| Q2 20/21 | 87% | 100% | 95.00% |



| Total Received Broke Down by Dept - Q1 | Stage 1 | | | Stage 2 | | |
|--|----------------|---------------|--|-------------------|---------------|---|
| | No. on Time | No. Closed | Stage 1 - % of complaints responded on time | No. on Time | No. Closed | Stage 2 - % of complaints responded on time |
| London | 43 | 53 | 81% | | | / |
| Herts | 1 | 1 | 100% | | | / |
| SW9 | 6 | 6 | 100% | | | / |
| PRO | 7 | 7 | 100% | | | / |
| Asset Management | 108 | 127 | 85% | | | / |
| Leasehold | 23 | 23 | 100% | | | / |
| Development | 12 | 14 | 86% | | | / |
| Contact Centre | 9 | 9 | 100% | | | / |
| Central Complaints | 1 | 1 | 100% | 35 | 35 | 100% |
| | 210 | 241 | 87.14% | 35 | 35 | |

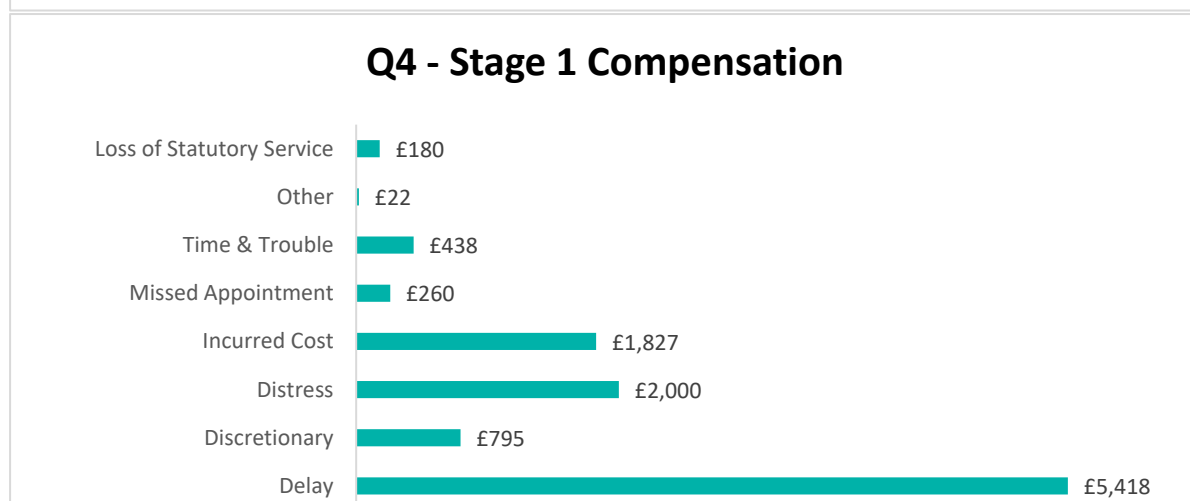
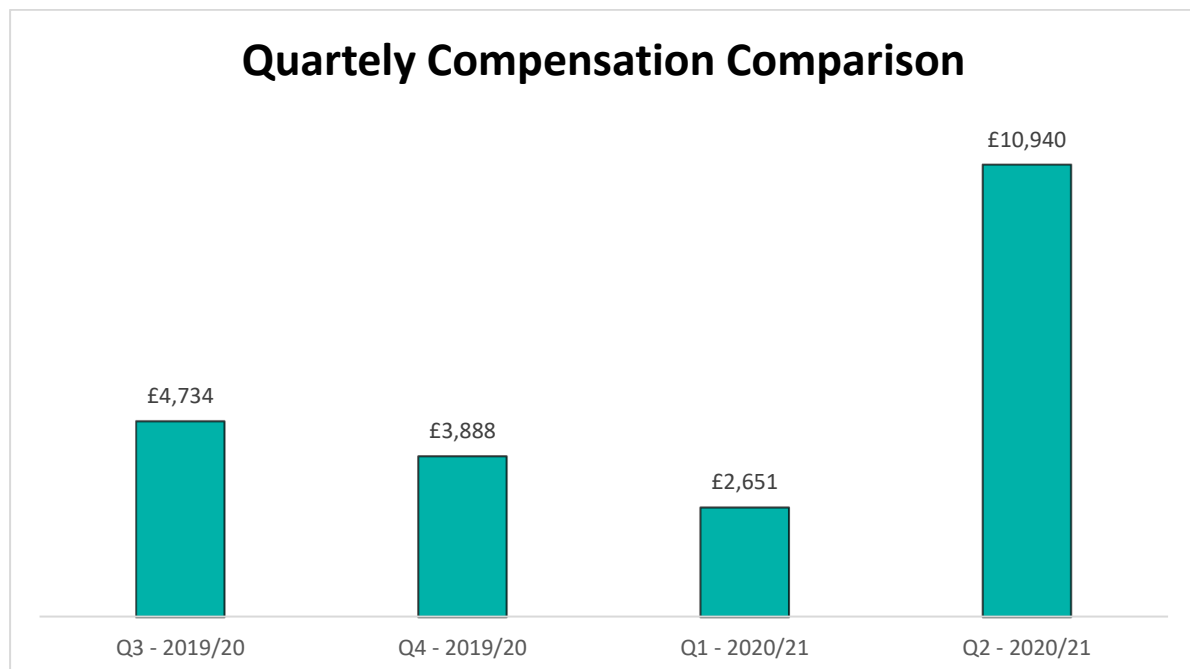


Compensation

Compensation can be awarded where, following an investigation, it is identified that our actions or lack of action had a significantly adverse effect on the resident. Compensation was awarded at Stage 1 in respect of 54 complaints at a total cost of £10,940.

Over half of this was awarded for delay and each month our repairs team track the amount awarded for delays and request this money back from Wates and MCP, in this quarter (July-September 2020) we are claiming back £5,717 worth of compensation.

Although there were more complaints escalated in the quarter compared to Q1 in the same year, the proportion of escalated complaints reduced by 10%, this can be heavily linked to the rise in compensation, as most escalations we receive at stage 2 to investigate are regarding dissatisfaction of their compensation figure.



MP and Cllr Enquiries

| Total Received Broke Down by Dept - Q1 | Enquiries Received | % (Enquiries) | No. on Time | No. Closed | % of enquiries responded on time |
|--|-----------------------|------------------|----------------|---------------|---|
| London | 30 | 41.67% | 24 | 30 | 80% |
| Herts | 1 | 1.39% | 1 | 1 | 100% |
| PRO + PSL | 5 | 6.94% | 5 | 5 | 100% |
| Development + Building Safety | 8 | 11.11% | 8 | 8 | 100% |
| Leasehold + Finance | 5 | 6.94% | 3 | 4 | 75% |
| Repairs and fire saferty | 10 | 13.89% | 7 | 10 | 70% |
| Planned + M&E | 3 | 4.17% | 2 | 3 | 67% |
| Voids and Lettings | 9 | 12.50% | 8 | 9 | 89% |
| Governance | 1 | 1.39% | 1 | 1 | 100% |
| Total | 72 | 100.00% | 59 | 71 | 83% |

72 MP and Councillor enquiries were received in this quarter, compared to 51 received in Q1 20/21. Of the 71 cases closed, 59 were responded to on time meaning the percentage of enquiries being responded to on time was 14% lower than Q1 at 83%.

Housing Ombudsman activity and Decisions

5 decisions were received in the quarter, a summary of each is overleaf, and it is worth noting that no maladministration determinations were in the most recent quarter.

3 information requests for formal investigations were also received.

Ombudsman Decision: Service Failure

The resident made a group complaint about Network Homes response to reports of outstanding repairs, maintenance and cleaning on her estate such as:

- Faulty Entrance Doors
- Garden Upkeep
- Cleaning
- Leaking Balconies
- Lights
- Telephone Socket
- Window Cleaning
- Lift Maintenance
- Fire Alarm in 74 Cambridge Road
- Major leaks around the development

The Ombudsman found a service failure on two repairs and ordered we pay the resident and the other members of her group of complainants £157 compensation per property to recognise its water leak damage and faulty entrance door repair delays totalling 157 working days and any distress and inconvenience that they were caused by these.

The figure to be awarded has been challenged by us as we believe the amount for the water leak damage has an incorrect start date, and this only affects a select number of the group so they are not all owed £157 as per the decision. It has also been challenged by the resident as well for a review.

Ombudsman Decision: No maladministration

This complaint was about our response to the concerns raised about the bidding process for new properties by the resident. Stating they had been bidding for a 3-bedroom property since 2014 and to date had yet to find one. Stating we had told them it might be a 12 year wait for a property to become available.

The Ombudsman found no maladministration stating we provided a detailed response to the Complainant's concerns about the limited availability of suitable properties, with reference to our management transfer obligations and our agreement to offer all new builds and a large proportion of newly vacant properties to the Local Authority. We also provided a breakdown of the allocation of 3-bedroom properties in the preceding 12 months. While this information did not assist the Complainant in their efforts to transfer to a larger dwelling, it put the Complainant's unsuccessful bids into context. Overall, the Ombudsman considered we addressed the Complainant's concerns in a reasonable manner.

Ombudsman Decision: Reasonable Redress

This complaint was about how we dealt with the residents reports of a rat infestation, their request for compensation whilst they were unable to stay at the property and inability to use their kitchen, and their request for compensation for damage to their carpet caused by the rats.

They agreed with the amount of compensation awarded and determined that there was delay by the us in fully proofing the property; and it also was not clear about who would be responsible for the internal proofing. We offered compensation of £200 which was made up of reimbursement of the pest control fee which the resident had paid and £150 for the distress and inconvenience caused. This they said was proportionate to the failure identified. They state while there was a significant delay in issuing the stage two complaint response, the landlord apologised for that delay and explained why this had happened. This was a proportionate response because there was no evidence that this caused a significant detriment to the resident.

Ombudsman Decision: Reasonable Redress and Service Failure

This was one of the last stage 3 complaints we had which went in front of a panel of a Board Member and an Executive Director. The resident complained about our response to their reports of outstanding repairs to the wall, and damp this consequently caused in the

property. Their reports concerning a lack of heating and hot water between January and February 2017, and our handling of refurbishment work to their kitchen.

The Ombudsman determined in their opinion, there was a service failure with regards to the management of the tenant's reports of a boiler malfunction, and we failed to act promptly, and the Ombudsman cannot see that a sufficient reason for its delay was provided, but by stage two we made an offer of compensation which appropriately reflected the length of time without statutory services and was in line with its compensation policy.

They determined our approach to the tenant's reports of water ingress and damp at their property was unsatisfactory, and they were displeased that it took two years to rectify this problem. At stage three of the complaint process however, the landlord adequately recognised its failure in service, the inconvenience and impact on the tenant, and the length of time that had passed. The landlord subsequently made an offer of redress which was fair and proportionate to the circumstance.

They determined we failed to undertake the refurbishment works to the tenant's kitchen within good time and to consider the impact on the tenant's everyday life. The Ombudsman is displeased with the landlord's poor planning with regards to the layout of the initial kitchen refurb and equally displeased with the landlord's approach to the tenant's washing machine. But we made a proportionate offer of redress which recognised the tenant's experience and made a fair acknowledgement of its failure, further stating our approach to their expenses were fair and the Ombudsman is satisfied that an adequate explanation was provided.

Ombudsman Decision: Outside Jurisdiction

The resident was dissatisfied with the landlords handling of the complaint about defects with her purchased property and the time taken to resolve them and was unhappy with the landlord's complaint handling and was displeased with the amount of compensation offered.

The Ombudsman found it to be outside of their jurisdiction as although the resident purchased their property from a landlord (Network Homes) and we are a member of their Scheme, the Scheme does not apply to freeholders and as the resident is the freeholder of their property, they had no jurisdiction to consider the complaint further.

Examples of Service Improvements arising from complaints

As agreed at residents' panel it was agreed meaningful service improvement and/or lessons learned will be gathered throughout the year and discussed every 6 months, so the next one due would in in our quarter 3 report (31 December 2020).

Regular feedback sessions are held with respect of lessons to be learnt after receiving an Ombudsman determination. We have also asked our most responsive teams (in terms of complaints) to highlight any service improvements and areas in which new process have been implemented or on trial.

Report completed by

James Mahaffy, Complaints Manager and Adam Tolhurst, Complaints Officer.