

Complaints Annual Report 2017/18



**Network
Homes**

Because good homes
make everything possible



Welcome to our report

This report gives the key figures about customer complaints recorded by Network Homes in 12 months up to 31 March 2018.

Complaints 2017/18

Complaints received (Stage 1,2 & 3)	2016/17	2017/18
Total Complaints	1,590	1,572

Complaints received by service area (Stage 1,2 & 3)	2017/18
Asset Management (Repairs)	953
Housing Management	164
Complaints relating to other departments <i>Leasehold, Sales Aftercare Team and Private Rented Operations who manage accommodation for key workers</i>	455

Our repairs service received the largest number of complaints, which is to be expected as we dealt with over 50,000 repair requests last year.

Reasons for complaints	%
Delays with repairs/responding to enquiries	57%
Failure or refusal to agree to something a resident wants us to do	27%
Disatisfaction with the quality of a repair/level of service provided	8%
Staff conduct	5%
Access to service or information	2%
Policy	1%

Our performance

We responded to just over two-thirds of the complaints we dealt with on time.

Number of complaints answered to on time	
Target	90%
2017/18 Performance	69%

For 2018/19, our objective is to again reply to at least 90% of complaints on time and we're looking at ways to ensure that we do this. We're introducing a new database which will help us to monitor and respond to complaints more quickly and increasing our efforts to resolve more complaints at the first point of contact. So far, we have resolved 93% of complaints successfully at the first stage.

Complaints logged (Stage 1 & 2)	
Number of complaints logged	1,548
Total number complaints closed in timescale	1,063
Percentage closed in timescale	69%

Complaint stages	
Number of stage 1 complaints	1,449
Total of stage 1 complaints closed in 10 day timescale	1,013
Number of stage 2 complaints	98
Total of stage two complaints closed in 10 day timescale	50

Housing Ombudsman

From Network Homes Customers	
Complaints received	2017/18
Total received	24

The Housing Ombudsman received 24 enquiries from residents, resulting in only four investigations. In these four cases the Ombudsman decided that Network Homes had dealt with the complaint appropriately. On average the Ombudsman finds fault with the landlord in 37% of cases.

Compliments

We encourage residents to let us know when our staff have done a good job. Here's an example of a recent compliment we received:

"I would like to thank June from Network Homes as she's been an incredible help with sorting out my issues. She kept me reassured and got the problem fixed. I believe she is a real asset to your team!"

What you said and how we're responding

You said	We're doing
<i>“I can't find information about making a complaint”</i>	We've improved the information on our website and produced a new Complaints and Compliments leaflet available both online and in all our offices.
<i>“We had a burst water main which meant we had no water for two days. No one knew who was responsible for repairing it.”</i>	We're improving our records which indicate who is responsible for certain repairs. We're also updating our repair, leasehold and housing management systems, so that our staff know what action to take as an when these type of repairs issues come up in the future.
<i>“What is being done to improve the aftercare service?”</i>	We're improving the experience that new build residents have both before and after handover. We'll be providing better information to residents on how to use heating/ventilation systems in their homes correctly. We'll also look at the value of having a handyman assigned to a new development for a limited period.
<i>“I can't find information anywhere about Residents' Associations?”</i>	We've updated the information on our website so that it makes it clearer what Residents Associations are and how they can be formed and officially recognised.




Contact us

 by phone on **0300 373 3000**

 online at **www.networkhomes.org.uk**

 email **customerservice@networkhomes.org.uk**

 in person at our offices:

**Olympic Office Centre, 8 Fulton Road,
Wembley, HA9 0NU**

or 36 Ware Road, Hertford, SG13 7HH

 **@networkhomesuk**

 **Network Homes**