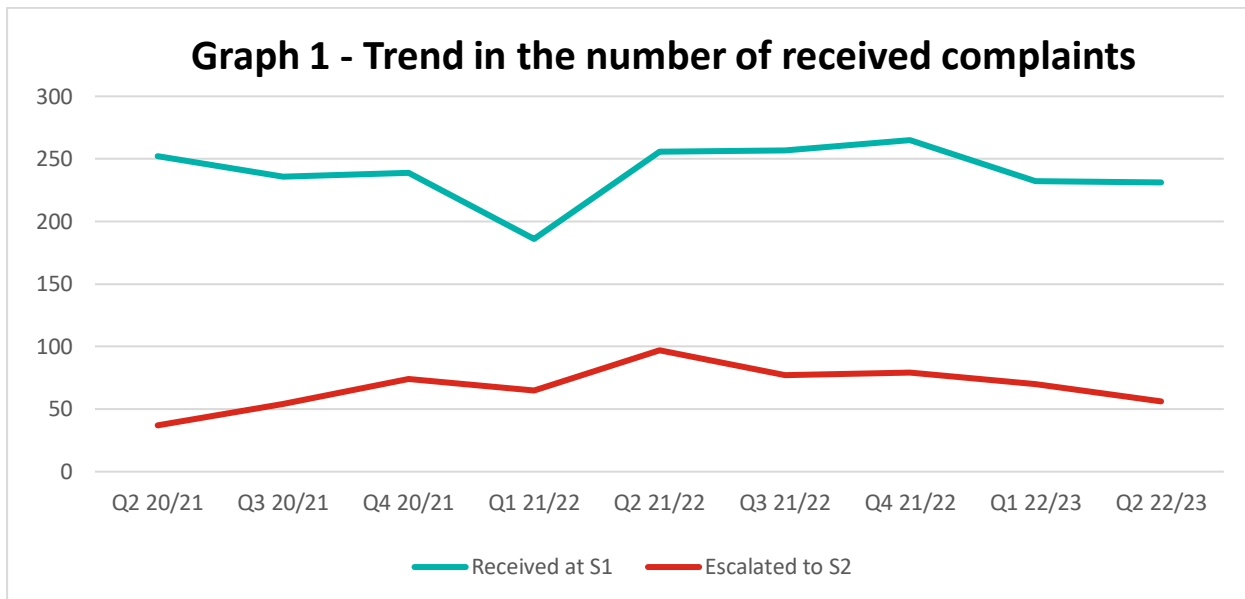
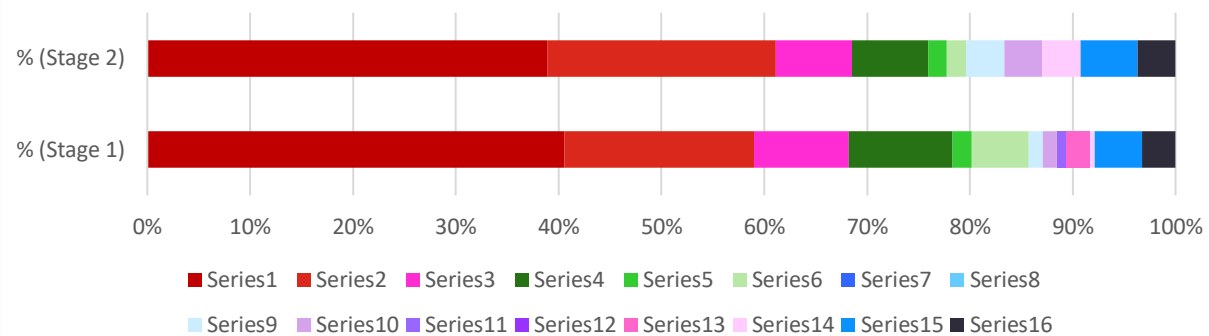


Quarterly report for Quarter 2 (01 July – 30 September 2022)



Quarter	Received at S1	Escalated to S2	Proportion of escalated complaints	Target
Q2 20/21	252	37	14.7%	10%
Q3 20/21	236	54	22.9%	10%
Q4 20/21	239	74	31.0%	10%
Q1 21/22	186	65	34.9%	10%
Q2 21/22	256	97	37.9%	10%
Q3 21/22	257	77	30.0%	10%
Q4 21/22	265	79	29.8%	25%
Q1 22/23	232	70	30.2%	25%
Q2 22/23	231	56	24.2%	25%

Graph 1 and the accompanying table shows Stage 1 and 2 complaints received covering the period 01 July 2022 - 30 September 2022. Comparison with the previous quarter a year ago Q2 21/22 shows a decrease of 25 Stage 1 complaints and 41 Stage 2 complaints.

Graph 2 - Total Received Broke Down by Dept


Total Received by Dept	Stage 1	Stage 2	% (Stage 1)	% (Stage 2)
Responsive Repairs	88	21	38.1%	37.5%
Planned Works, M&E	40	12	17.3%	21.4%
Leasehold Services	20	4	8.7%	7.1%
Neighbourhood - London	22	4	9.5%	7.1%
Neighbourhood - Hertford	4	1	1.7%	1.8%
Voids & Lettings - London	12	1	5.2%	1.8%
Voids & Lettings - Hertford	0	0	0.0%	0.0%
Income - Hertford	0	0	0.0%	0.0%
Income - London	3	2	1.3%	3.6%
Intermediate Rent	3	2	1.3%	3.6%
Older Persons	2	0	0.9%	0.0%
Supported Housing	0	0	0.0%	0.0%
SW9	5	0	2.2%	0.0%
Central Complaints	1	2	0.4%	3.6%
Development	10	3	4.3%	5.4%
Contact Centre	13	2	5.6%	3.6%
Estates Services	7	2	3.0%	3.6%
Miscellaneous	1	0	0.4%	0.0%
Total	231	56		

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 55% of the total complaints received at Stage 1. Asset Management is made up of Responsive repairs and Planned Works, M&E as shown in table above. There was a decrease of 15% on the previous quarter Q1 22/23.

Responsive Repairs had 118 at Stage 1, 30 less than last quarter, followed by 40 Stage 1 from Planned Works and M&E, 4 less than last quarter.

In this quarter there were 10,934 repairs raised for all responsive repair contractors. This now includes our new small framework contractors Chas Berger, Close Brothers and R Benson (Roof repairs only). Of which the Responsive Repair Teams manage complaints at Stage 1.

For MCP and Wates there were 10,610 which was a xxx increase/decrease on the last quarter.

There were 10,934 complaints in the quarter for responsive repair contractors, meaning that approximately 0.7% of repairs lead to a complaint being logged.

COMPLAINTS VS JOBS RAISED	<u>Wates</u>		
	Complaints	Jobs raised	%
July	7	1617	0.43%
August	18	2143	0.84%
September	11	2383	0.46%

COMPLAINTS VS JOBS RAISED	<u>MCP</u>		
	Complaints	Jobs raised	%
July	16	1085	1.47%
August	16	1671	0.96%
September	8	1711	0.47%

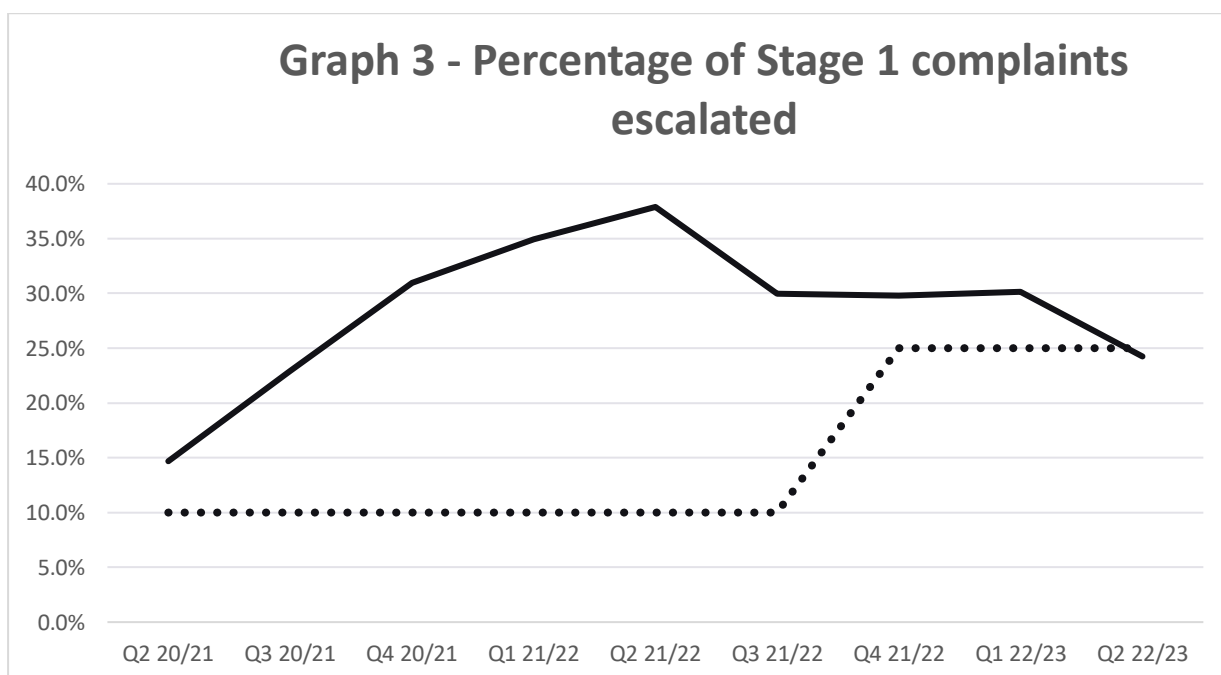
COMPLAINTS VS JOBS RAISED	<u>Chas Berger</u>		
	Complaints	Jobs raised	%
July	0	23	0.0%
August	0	12	0.0%
September	0	22	0.0%

COMPLAINTS VS JOBS RAISED	<u>R Benson</u>		
	Complaints	Jobs raised	%
July	0	6	0.0%
August	2	58	3.4%
September	1	72	1.4%

COMPLAINTS VS JOBS RAISED	Close Brothers		
	Complaints	Jobs raised	%
July	1	14	7.1%
August	0	60	0.0%
September	0	57	0.0%

COMPLAINTS VS JOBS RAISED	Combined		
	Complaints	Jobs raised	%
July	24	2745	0.9%
August	36	3944	0.9%
September	20	4245	0.5%
Quarter Total	80	10,934	0.7%

Complaints that escalated from Stage 1 to Stage 2



A total number of 231 Stage 1 complaints were received in Q2 2022/23, 1 less than Q1 2022/23 (232) and 25 less than Q2 2021/22 (256). There were 56 Stage 2 complaints logged, which was 14 less than Q1 2022/23 (70) and 41 less than the Q2 quarter in 2021/22 (97).

Performance - complaints responded to on time

Performance decreased by 1% to 93% for Stage 1, and Stage 2 decreased by 3% to 97%.

Overall, 94% of combined Stage 1 and Stage 2 complaints were issued on time, meaning the overall target of 95% was not achieved.

Responsive repairs resolved 99 out of 100 Stage 1 complaints on time meaning 99% of their responses were issued on time, which was 2% increase on the last quarter (Q1). This is compared to Planned Works, Compliance and M & E who resolved 48 complaints 100% on time, which is a 7% increase on the last quarter.

Please note that all Stage 2 complaint responses are all completed by the Central Complaints Team and 97% were responded to on time.

Out of the 249 Stage 1 complaints closed in Q2 we determined the outcomes as below:

Month	Upheld	Not Upheld	Partially Upheld
July	39	18	25
August	42	24	23
September	33	23	21
Totals	114	65	69

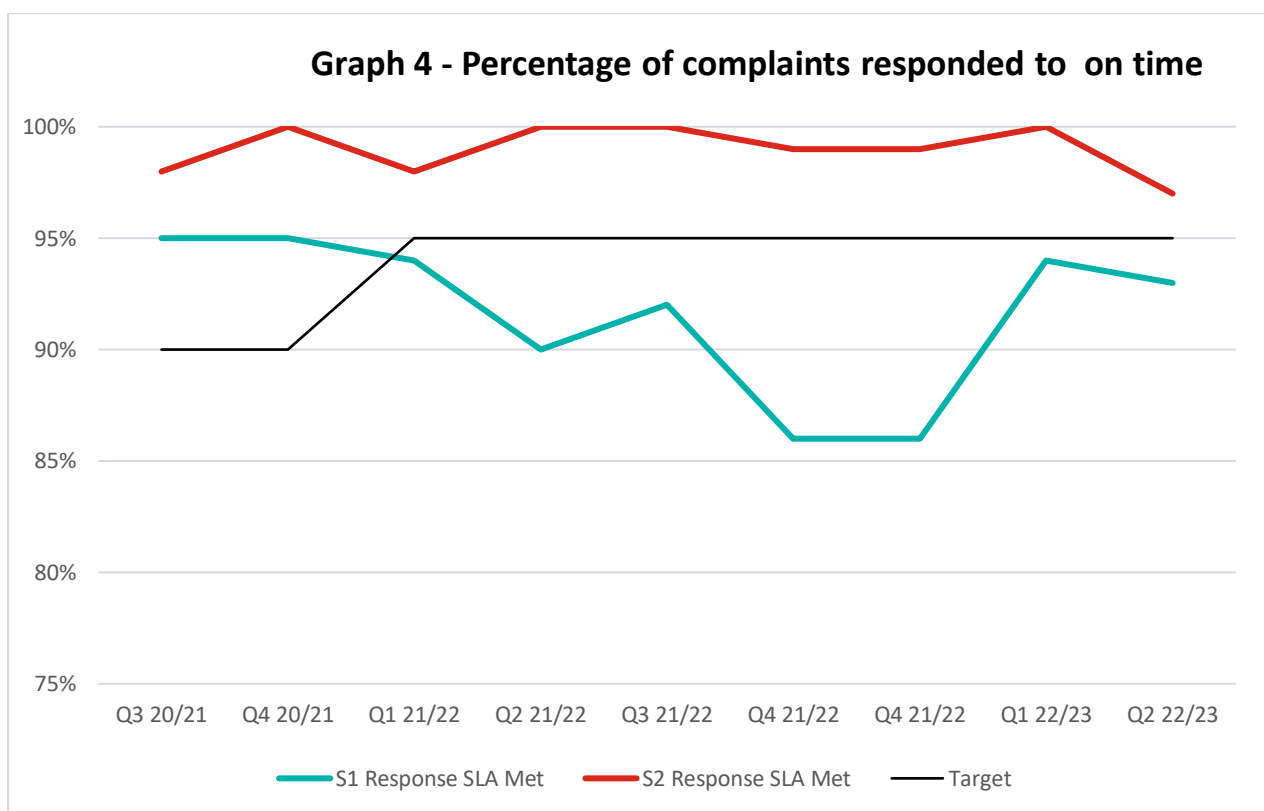
We upheld 74% of our Stage 1 complaints (including upheld and partially upheld), and 26% of complaints were not upheld.

Out of the 65 Stage 2 complaints closed in Q2 we determined the outcomes as below:

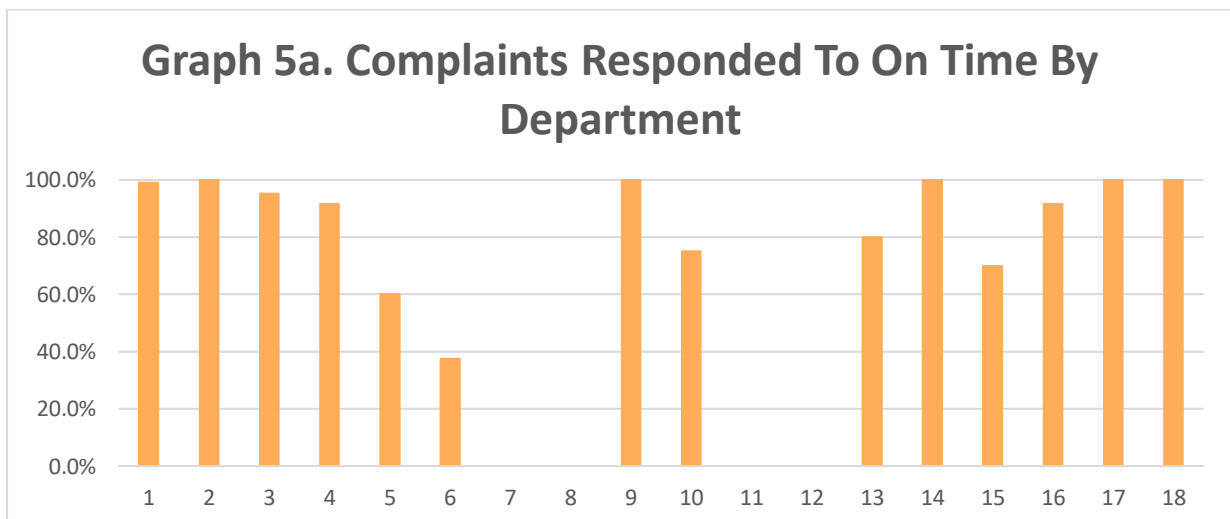
Month	Upheld	Not Upheld	Partially Upheld
July	10	7	10
August	12	2	6
September	3	6	9
Totals	25	15	25

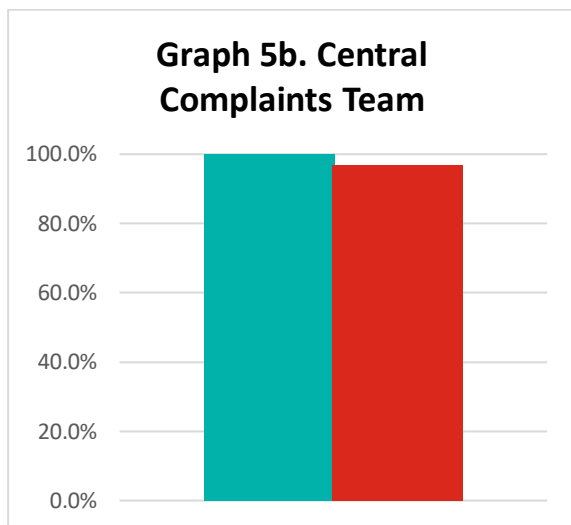
We upheld 77% of our Stage 2 complaints (including upheld and partially upheld), and 23% of complaints were not upheld.

Quarter	S1 Response SLA Met	S2 Response SLA Met	Target
Q3 20/21	95%	98%	90.00%
Q4 20/21	95%	100%	90.00%
Q1 21/22	94%	98%	95.00%
Q2 21/22	90%	100%	95.00%
Q3 21/22	92%	100%	95.00%
Q4 21/22	86%	99%	95.00%
Q4 21/22	86%	99%	95.00%
Q1 22/23	94%	100%	95.00%
Q2 22/23	93%	97%	95.00%



	Total Resolved by Dept	Stage 1			Stage 2		
		No. on Time	Closed	% On Time	No. on Time	No. Closed	% On Time
1	Responsive Repairs	99	100	99.0%	0	0	N/A
2	Planned Works, M & E	48	48	100.0%	0	0	N/A
3	Leasehold Services	20	21	95.2%	0	0	N/A
4	Neighbourhood - London	22	24	91.7%	0	0	N/A
5	Neighbourhood - Hertford	3	5	60.0%	0	0	N/A
6	Voids & Lettings - London	3	8	37.5%	0	0	N/A
7	Voids & Lettings - Hertford	0	0	N/A	0	0	N/A
8	Income - Hertford	0	0	N/A	0	0	N/A
9	Income - London	3	3	100.0%	0	0	N/A
10	Intermediate Rent	3	4	75.0%	0	0	N/A
11	Older Persons	0	1	0.0%	0	0	N/A
12	Supported Housing	0	0	N/A	0	0	N/A
13	SW9	4	5	80.0%	0	0	N/A
14	Central Complaints	1	1	100.0%	63	65	96.9%
15	Development	7	10	70.0%	0	0	N/A
16	Contact Centre	11	12	91.7%	0	0	N/A
17	Estates Services	6	6	100.0%	0	0	N/A
18	Miscellaneous	1	1	100.0%	0	0	N/A
	Total	231	249	92.8%	63	65	96.9%





Please note that all Stage 2 complaint responses are all completed by the Central Complaints Team.

Compensation.

Stage 1

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 89 complaints closed awarding compensation at a total cost of £27,301 shown in graph 6 (below) with a comparison to previous quarters.

This is a decrease of £2,280 on the last quarter. We are aware that further analysis going forward is needed with scrutiny is required on compensation to understand the amounts, and whilst still being fair and reasonable it is to ensure we are in line with our policy and ongoing Ombudsman guidance/feedback.

Once again delay was the highest payment with £11,430 compensation paid out accounting for 42% of the total awarded 1% more than the last quarter. With distress being 37% of the total award, which is normally awarded the same as delay and go hand in hand together. This is shown in graph 7 along with the rest of the breakdown of categories in the table below.

Stage 2

We are now reporting on Stage 2 compensation, whilst in the whole this can be seen as addition to all Stage 1 compensation awarded, in some respects it will be new compensation (as none was awarded at Stage 1). Currently we have no way of cross referencing this but gives a good indication of where we are. As the quarters go on there will be more comparable data at Stage 2 same as with Stage 1.

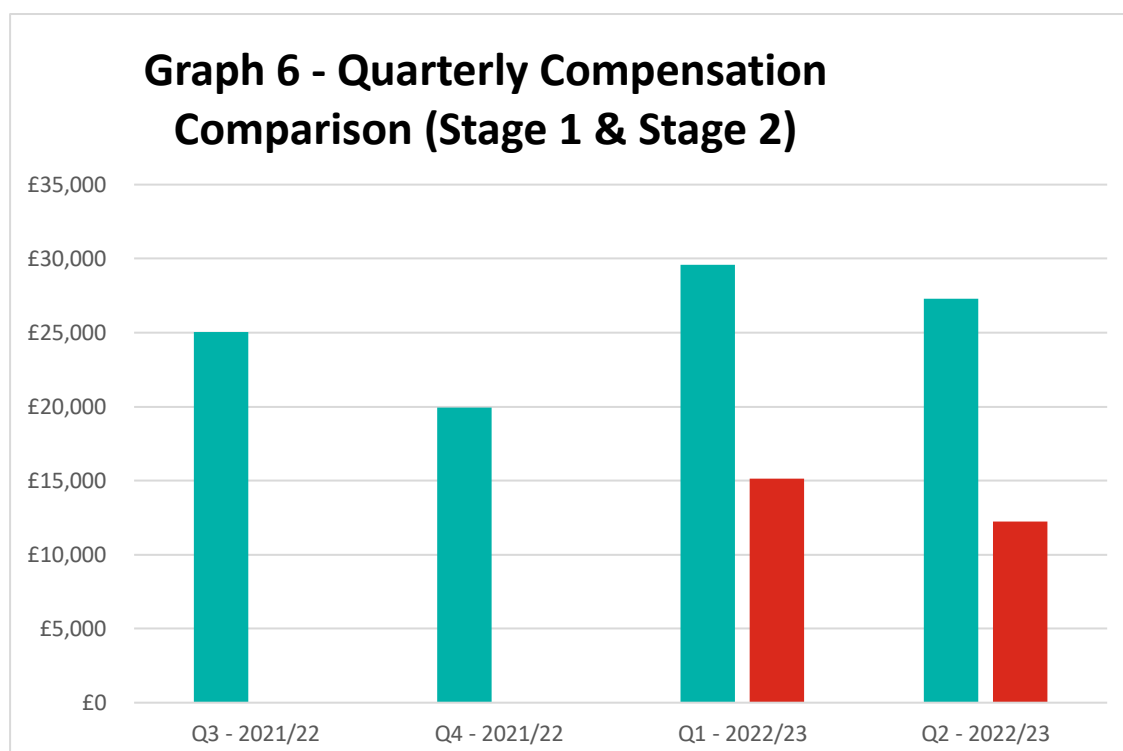
Compensation was awarded at Stage 2 in respect of 45 complaints closed awarding compensation at a total cost of £12,252 shown in graph 7 along with the table. Stage 2 follow suit as per Stage 1 with Delay and Distress taking up most of the total amount.

Regaining costs from contractors

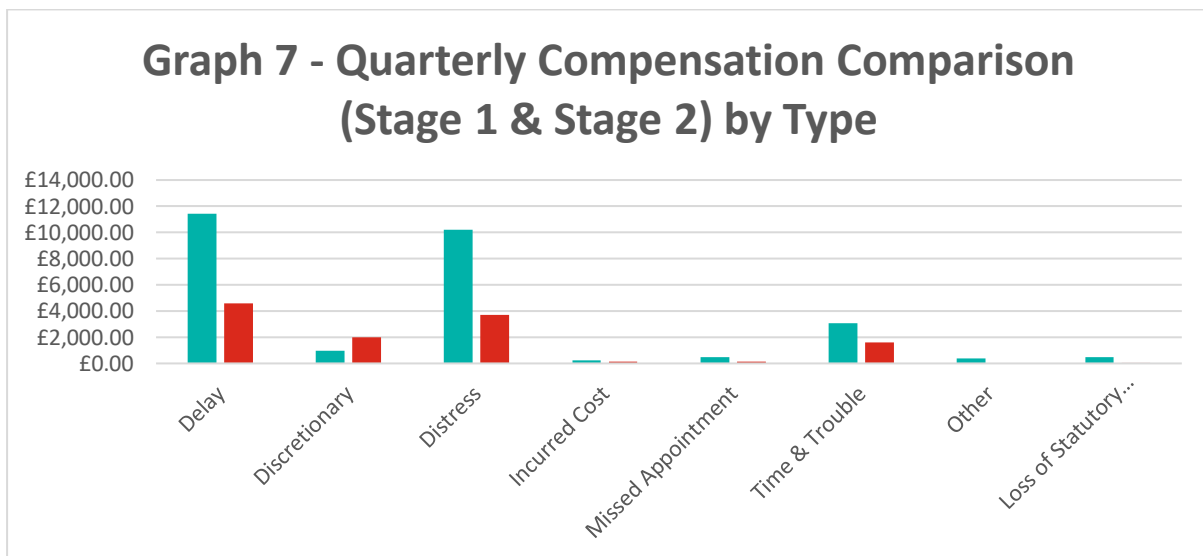
Each month our repairs team track the amount awarded for delays and request this money back from Wates and MCP. In this quarter (01 July 2022 – 30 September 2022) we are claiming back £14,995 worth of compensation so far. Full breakdown below. This figure accounts for both complaints and non-complaints related compensation recharged to a contractor.

Wates	MCP
July 2022 -£290	July 2022 - £5,275
August 2022 - £3,700	August 2022 - £3,560
September 2022 - £569	September 2022 - £1561
Total for Q2 – £4,599	Total for Q2 – £10,396

In closing on compensation, we now have more of an oversight on compensation and will look into any high amounts with teams going forward with more scrutiny, it is expected for compensation to increase but need to ensure that there is reason and in line with policy.



	Stage 1	Stage 2
Q3 - 2021/22	£25,054	N/A (not reported on at this time)
Q4 - 2021/22	£19,929	N/A (not reported on at this time)
Q1 - 2022/23	£29,581	£15,118
Q2 - 2022/23	£27,301	£12,252



		July	August	September	Total
Award	Total S1 and S2	Stage 1			
Delay	£16,030.00	£4,305.00	£4,685.00	£2,440.00	£11,430.00
Discretionary	£2,953.28	£572.28	£181.00	£220.00	£973.28
Distress	£13,925.00	£3,500.00	£4,490.00	£2,220.00	£10,210.00
Incurred Cost	£380.00	£0.00	£240.00	£0.00	£240.00
Missed Appointment	£630.00	£130.00	£220.00	£130.00	£480.00
Time & Trouble	£4,690.00	£1,211.00	£1,321.00	£551.00	£3,083.00
Other	£400.00	£60.00	£340.00	£0.00	£400.00
Loss of Statutory Service	£545.00	£120.00	£345.00	£20.00	£485.00
Total	£39,553.28	£9,898.28	£11,822.00	£5,581.00	£27,301.28

<i>July</i>	<i>August</i>	<i>September</i>	Total
Stage 2			
£2,010.00	£2,025.00	£565.00	£4,600.00
£647.00	£962.00	£371.00	£1,980.00
£1,690.00	£1,925.00	£100.00	£3,715.00
£0.00	£140.00	£0.00	£140.00
£60.00	£70.00	£20.00	£150.00
£682.00	£627.00	£298.00	£1,607.00
£0.00	£0.00	£0.00	£0.00
£0.00	£0.00	£60.00	£60.00
£5,089.00	£5,749.00	£1,414.00	£12,252.00

MP and Cllr Enquiries

47 MP and Councillor enquiries were received in this quarter, compared to 62 received in Q1 2022/23. 40 out of 46 were closed on time which is 85%.

The reasons for the enquiries going late relied mainly on lack of responses from the teams involved in arranging the response, and something we are working on resolving by engaging with the teams earlier into the process and helping where necessary.

Total Received Broke Down by Dept – Q2	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% On Time
Central Complaints Team	3	6.4%	5	5	100.0%
Construction & Regeneration	1	2.1%	1	1	100.0%
Energy Project	0	0.0%	0	0	N/A
Estates Services	0	0.0%	0	0	N/A
Fire Safety	1	2.1%	1	1	100.0%
Income - London	0	0.0%	0	0	N/A
Income - Hertford	0	0.0%	0	0	N/A
Leasehold Services	1	2.1%	1	1	100.0%
Neighbourhood - Hertford	1	2.1%	0	1	0.0%
Neighbourhood - London	14	29.8%	11	13	84.6%
Older Persons	0	0.0%	0	0	N/A
Planned Works, M & E	2	4.3%	2	2	100.0%
Resident Engagement	0	0.0%	0	0	N/A
Responsive Repairs	10	21.3%	7	10	70.0%
Voids & Lettings - London	6	12.8%	6	6	100.0%

Total Received Broke Down by Dept – Q2	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% On Time
SW9	0	0.0%	0	0	N/A
Building Safety	1	2.1%	0	0	N/A
Data Protection	1	2.1%	1	1	100.0%
Intermediate Rent	3	6.4%	2	2	100.0%
Legal Services	2	4.3%	2	2	100.0%
Development - Resales	1	2.1%	1	1	100.0%
Total	47	44.7%	40	46	85.1%

Total Received Broke Down by Dept - Q4	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% On Time
Central Complaints Team	7	11.3%	7	5	100.0%
Construction & Regeneration	2	3.2%	2	2	100.0%
Energy Project	1	1.6%	1	1	100.0%
Estates Services	1	1.6%	1	1	100.0%
Fire Safety	1	1.6%	1	1	100.0%
Income - London	2	3.2%	2	2	100.0%
Income - Hertford	1	1.6%	1	1	100.0%
Leasehold Services	2	3.2%	2	3	100.0%
Neighbourhood - Hertford	6	9.7%	5	6	83.3%
Neighbourhood - London	17	27.4%	17	17	100.0%
Older Persons	3	4.8%	3	3	100.0%
Planned Works, M & E	3	4.8%	1	5	33.3%
Resident Engagement	1	1.6%	1	1	100.0%
Responsive Repairs	12	19.4%	9	16	75.0%
Voids & Lettings - London	3	4.8%	0	3	0.0%
SW9	0	0.0%	N/A	1	N/A
Total	62	69.4%	53	67	85.5%

Housing Ombudsman activity and Decisions

1 information request for formal investigations was received in Q2 2022/2023.

Out of the 5 determinations received in the quarter as some had multiple determinations, there were 7 decisions in total. These were made up of 1 outright maladministration determination and 1 Service Failure, which is classified as a lower form of maladministration and therefore further improvements are required. The rest were either reasonable redress or no maladministration determinations. The full breakdown on each determination is below. A summary of each is below.

Ombudsman Determination: Maladministration

The resident detailed that they reported numerous repairs when became occupying the property. The resident stated that they raised reports concerning the back garden gate, fence and height of the driveway. Explaining that the property was not secure and safe.

The Ombudsman decision was based on us not reacting to her reports of health and safety issues in the garden when they moved into the property. They ordered us to inspect the garden, invite her to get repair estimates for the works. They also ordered us to conduct a risk assessment and liaise with outside agencies.

We have disputed this determination and awaiting feedback on this. We dispute that the garden was unsafe and that we have failed to oblige our obligations.

Ombudsman Determination: Service Failure

Residnet was unhappy with the timeframe taken to repair the intercom and was seeking a written apology to all residents and assurances repairs would be actioned urgently in the future.

The ombudsman felt that the content of our complaint responses was appropriate and agreed that in certain circumstances repairs can take longer than expected. They also agreed that there was no security issue and did not ask us to do as resident wanted.

However, the ombudsman felt that we should have communicated with residents where there was going to be a delay rather than the resident chasing. They have recorded this as a service failure and in view of the inconvenience caused by this, they have said we need to pay £50 compensation.

Ombudsman Determination: No Maladministration

Resident requested that we extended a wall, which they felt would grant their bedroom window privacy. They allege that they have been treated unfairly and discriminated against by us in our handling of their request. They are unhappy that another resident has been able to have a wall installed in their garden.

The Ombudsman determined there was no obligation on us under the tenancy agreement or the repairs policy to replace a boundary which is not broken. Further, the low wall being

extended would not necessarily stop the noise from the building site. The resident pointed to the fact that another tenant had a high hedge bordering the garden next to his property, and that it was unfair of us not to grant him the same. However, in such a block of flats, residents will inevitably have slightly different features in their individual properties, and there is no obligation on landlords to provide the same elements to each tenant.

We were also not responsible for the noise from the building site but signposted the resident to the local council and offered a contribution towards headphones. Overall, our behaviour was considerate despite having no obligation to make the changes the resident requested. We had not acted unreasonably in all the circumstances.

Ombudsman Determination: Reasonable Redress

This was about our handling of the repairs to leaks and the level of compensation offered, in association with the complaint.

This started as a mediation the resident wanted us to increase the award of £600 to £2,000. We counter offered with £1,350 which was refused by the resident and proceeded to a formal investigation.

The Ombudsman reasons for their determination were that when the complaint was investigated by us, we appropriately acknowledged that the handling of the repair was protracted, and that the resident was inconvenienced as a result. After the complaint was referred to this Service, the landlord revisited it and appropriately increased its offer of compensation. Having investigated the complaint, the Ombudsman is satisfied that our offer was in line with its compensation policy, our guidance of remedies and that it considered all of the circumstances relating to the complaint. In the absence of any evidence demonstrating that there was a further failure by us, they considered that reasonable redress had been offered in this case.

Ombudsman Determination: No Maladministration on 3 parts

The complaint was about:

1. Our decision to install a high security lock
2. Concerns about a lock at one of our offices
3. Information about an evacuation plan
4. Loss of heating
5. Information regarding a procurement policy
6. Staff conduct – specifically that we sent letters to the resident

Their decisions are detailed below:

They were satisfied that we had demonstrated that we had taken the resident's requests to receive communications electronically seriously and has taken all reasonable steps to avoid it happening. It is realistic to accept that occasionally some hard copy correspondence may slip through.

The evidence does not indicate that we had handled the resident's communications about property management concerns in an inappropriate manner.

Our employees have interacted with the resident in a reasonable manner. We had engaged with the resident about their complaint and provided reasonable responses within a reasonable timeframe

Lessons Learnt, driving changes in process, and working practises

Neighbourhood Team

Our Neighbourhood Team have been working on where they have promised to make regular contact with residents, they ensure these in their diaries so as not to be missed, as in previous times this failure has led to complaints being raised and issues becoming worse.

They are also acknowledging emails even if to state someone is looking into it, so residents will be aware who is looking into the issue and when they can expect a reply. And where possible are discussing the Stage 1 with the resident before sending out the final response, to ensure that information is correct and that they have understood the complaint.

This fits nicely with our "On it" pledge and considered a proactive step in managing residents expectations and reducing potential complaints.

Responsive Repairs Team



Our Responsive Repairs Team highlighted an area where improvements could be made by our contractors and linked to the strain on MCP and Wates being too great, and potentially at times overloading them with work.

As a result, we resourced and utilised small framework contractors for this. Since then, we have identified that the oversight on the jobs being sent to framework or where these jobs require input or assistance from Network Homes to get access for example is not as stringent as we would expect or like from the framework. This has resulted in high level of compensation being awarded and the liability associated with this, being attributed to Network Homes. Since recognising this, we have implemented weekly WIP meetings with the Framework (R Benson, Chas Berger & Close Brother) to ensure that there are no further adverse delays, and we have more oversight. In turn we hope this will decrease the amount of complaint and compensation currently being raised and paid out.

Another thing the team has been utilising is the use of text messages being sent as form of acknowledgement. We have found that this does prevent calls coming into us in regard to a complaint or issue they have already raised with us, and also allows us the capacity to have regular communication on our terms. As you can appreciate, sometimes it is difficult to juggle many of complainants and manage resident expectations when they have direct contact with you, and whilst this will never be denied, in the interim, this is helping manage our communication and has had a positive effect.

Report completed by

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