

## **Bangla Housing Association**

### **Annual Complaints Performance and Service improvement Report**

#### **1.0 Background**

This report provides an analysis of complaints (formal and informal) received throughout the year, the broad areas covered by the complaints were repairs and maintenance, housing management, service charges and estate services.

#### **2.0 Key Areas of Concern:**

- a) Repairs and Maintenance:** complaints include delays, and poor workmanship and lack of communication.
- b) Housing Management:** problems identified in handling noise nuisances, housing transfer applications, domestic issues, responding to service requests.
- c) Estate Services:** Concerns about communal cleaning and illegal fly-tipping
- d) Service charges:** Concerns with high service charge costs, difficulty in understanding the applicable service cost.
- e) Gas Heating Servicing:** Concerns with service delivery by contractors for gas heating repairs

2.1 Most complaints were resolved during the informal stage, often involving explanations, and apologies.

#### **3.0 Lessons Learned from Complaints:**

Major themes raised in complaints received are as follows:

- a) Communication and Responsiveness:** Less than effective communication particularly around keeping tenants informed was a major cause of concerns.
- b) Proactive Maintenance and Repairs:** Failure to complete repairs at first time visit, high number of recall visit. Poor workmanship.
- c) Staff Training and Conduct:** The need for handling difficult situations more sensitive.
- d) Regular Feedback and Surveys:** failure to invite feedback frequently.
- e) Transparency and Accountability:** lack of clarity and openness in the r service delivery

### 3.0 Service Improvement Plan:

Key areas of improvement	Proposed actions	Priority
Improved Communication Channels:	<ul style="list-style-type: none"> <li>- Implement a comprehensive communication plan and send regular updates to tenants about the status of their complaints and repairs via multiple communication channels such as phone calls, emails, WhatsApp and text messages.</li> </ul>	Priority One
Complaint Handling Processes	<ul style="list-style-type: none"> <li>- Monitor complaints on a weekly basis for tracking and resolving complaints.</li> <li>- Ensure all complaints are acknowledged promptly and handled within the stipulated timeframes were possible.</li> </ul>	Priority Two
Caring for Disabled and Vulnerable tenants	<ul style="list-style-type: none"> <li>- Review Policies and Procedures to ensure reasonable adjustments to the services where vulnerability or disability is known and improve policies to ensure the needs of tenants with vulnerabilities or disabilities are met.</li> <li>- Train staff to be more sensitive to these issues.</li> </ul>	Priority One
Preventive Maintenance	<ul style="list-style-type: none"> <li>- Use Stock Condition Data to identify and address potential issues before they become major problems.</li> <li>- Review schedule of regular inspections in line with stock condition data and establish a more effective preventive maintenance calendar.</li> </ul>	Priority Two
Improve Staff Training	<ul style="list-style-type: none"> <li>- Implement a training program focusing on customer service, empathy, and conflict resolution and sensitivity to tenant needs.</li> </ul>	Priority Two
Key Performance Indicator (KPI)	<ul style="list-style-type: none"> <li>- Quarterly KPI reports to be monitored by Senior Management Team and Board of Management</li> </ul>	Priority Two
Regular Feedback and Surveys	<ul style="list-style-type: none"> <li>- Conduct regular surveys to gather feedback from tenants about their satisfaction or dissatisfaction with services and see where there are potential areas for improvement.</li> <li>- This would promote accountability, transparency, and continuous improvement.</li> </ul>	Priority One

Transparency and Accountability	<ul style="list-style-type: none"><li>- Ensure transparency in the handling of complaints by providing tenants with clear information about the process and expected timelines.</li><li>- Hold staff accountable for timely resolution of issues</li></ul>	Priority One
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#### **4.0 Timeline for implementation of Service Improvement Plan**

Timeline – 31<sup>st</sup> March 2025