

**Bangla Housing Association Ltd**

**Board Meeting**

**Wednesday 20 November 2024**

**Annual Complaints performance, self-assessment and service improvement**

**For Information & Decision**

**Recommendation:** To note and approve the report

## **1.0 Complaints: Housing Ombudsman Guidance – Key Result Indicator (KRI)**

Gold Standard introduced for Complaint management

- 100% acknowledgment response within 5 working days
- 90% of stage 1 complaints are investigated and a final response is sent within 10 working days
- 90% of stage 2 complaints are investigated and a final response is sent within 20 working days

1.1 From April 2023 to March 2024, we received a total of 0 formal complaints. We received one informal complaint. And we have been dealing with two historical disrepair complaints.

1.2 With regards to the historical complaints and following the thorough analysis and detailed insights provided these highlights several key areas of concern, namely repairs and maintenance, housing management, estate services, service charges, and gas heating servicing, which are critical to the satisfaction and well-being of our tenants.

## **2.0 Acknowledgement of Key Areas of Concern**

- **Repairs and Maintenance:** We understand the frustrations caused by delays, and poor workmanship and lack of communication. These issues need addressing to ensure our tenants feel secure and supported in their homes.
- **Housing Management:** The problems identified in handling noise nuisances, housing transfer applications, domestic issues, responding to service requests highlight the need for a more efficient and responsive housing management system.
- **Estate Services:** Concerns about communal cleaning and illegal fly-tipping require a proactive approach to maintain the cleanliness and safety of our estates.
- **Service charges:** Concerns with high service charge costs, difficulty in understanding the applicable service cost.
- **Gas Heating Servicing:** Improvement is required for service delivery by contractors for gas heating repairs, especially during the winter months.

## **3.0 Lessons Learned and Service Improvement Plan**

The lessons learned from the complaints received, particularly regarding communication, accessibility, proactive maintenance, and staff conduct have been well-documented. The

proposed Service Improvement Plan addresses these issues comprehensively. See attached Appendix A - The annual Service Improvement report.

3.1 We are particularly supportive of the following initiatives:

- **Improved Communication Channels:** using various methods of communication to ensure to keep our tenants fully informed about the status of their complaints. This will significantly improve our responsiveness and keep tenants well-informed.
- **Complaint Handling Processes:** ensuring prompt acknowledgement of complaints and handled within the agreed timescale. Tracking the progress of the complaint on a weekly basis. This will help in resolving issues more efficiently.
- **Caring for Disabled and Vulnerable tenants:** Review policies to accommodate tenants with known disabilities and vulnerabilities, along with training staff on these issues for creating an inclusive environment.
- **Preventive Maintenance:** Using stock condition data to pre-emptively address potential issues is a strategic move that will likely reduce the number of emergency repairs and improve overall service reliability.
- **Staff Training:** A training program focusing on customer service, empathy, and conflict resolution will be essential in changing the perception and behaviour of our staff towards tenants.
- **Regular Feedback and Surveys:** Conducting regular surveys will provide us with valuable feedback to continually improve our services and address any new issues promptly.
- **Transparency and Accountability:** Ensuring transparency in our processes and holding staff accountable for the timely resolution of issues will build trust with our tenants.

#### 4.0 Implementation Timeline

4.1 We propose timeline for the implementation of the Service Improvement Plan by 31<sup>st</sup> March 2025.

#### 5.0 Recommendation

5.1 To Board is recommended to note and approve the report