

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

01 January 2022 – 31 March 2022



COMPLAINTS DATA

Background

The Association undertakes an analysis of all complaints received on a quarterly basis in order to identify whether any service failures occurred and ascertain whether there is an opportunity to improve performance in the provision of its services.

The Complaints

Three complaints were received during the quarterly period of January - March. One complaint related to problems with mould. One complaint was in relation to damage to belongings due to flood from upstairs neighbour and the other complaint was ventilation problems in bathroom.

Action Taken

Problems with mould

- An investigation was carried out and it was found that the Association's letter to the tenant did not fully address the number of specific works that were identified during a specialist survey, carried out to assess reported damp/condensation. Actions were proposed to improve the ventilation of the kitchen & bathroom, as recommended in the specialist survey report and the complaint was resolved to the complainant's satisfaction.

Damage to belongings due to flood from upstairs neighbour

- Investigation completed and the incident being complained about happened 15 months previously, whilst the Association's procedures require customers to raise any complaint within 6 months of when they first knew of the problem, unless there are special circumstances. Therefore, the complaint was not upheld due to the excessive time lapse.

Ventilation problems in bathroom

- After an investigation, the complaint was not upheld as no fault was found on the Association's part and the tenant was complaining about the performance of an extractor fan which they had themselves installed in substitution of the standard fixture, without the knowledge or consent from the Association.

Analysis

As the Association has 968 properties, the three complaints received this quarter represents 0.3% of its housing stock and none of the complaints related to an equality issue. With respect to stock type, all three complaints were from tenants.

Overall Complaints 01 January – 31 March 2022 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Problems with mould	Property Services	1	0
Damage to belongings due to flood from upstairs neighbour	Property Services	1	0
Ventilation problems in bathroom	Property Services	1	0
Total		3	0

Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Problems with mould	1	0	0	0
Damage to belongings due to flood from upstairs neighbour	0	0	0	1
Ventilation problems in bathroom	0	0	0	1
Total	1	0	0	2

Stage 2 Investigation

Complaint Area	No. of Complaints	Acknowledged Within Target (3 Working days)	Resolved Within Target (20 Working Days)	Outwith Target	% Within Target	% Outwith Target
Problems with mould	1	1	1	0	100	0
Damage to belongings due to flood from upstairs neighbour	1	1	1	0	100	0
Ventilation problems in bathroom	1	1	1	0	100	0
Total	3	3	3	0	100	0

Registered Society under the Co-operative and Community Benefit Societies Act 2014: Reg. No 1941R(S)
Registered as a Scottish Charity: Reg. No. (SC042523)
Registered with the Scottish Housing Regulator: Social Landlord No. 202
Registered under the Property Factors (Scotland) Act 2011: Reg. No. PF000275

