

## ODU-DUA HA

### ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT PLAN

#### Annual Complaints Performance Report:

This report provides an analysis of complaints received from 1 April 2024 to 31 March 2025. We received nine complaints during this period, tenants were dissatisfied with the estate services, Repairs and Maintenance and Housing Management services.

In addition to reviewing the formal complaints, we have carried out independent customer satisfaction surveys to review customer feedback and address concerns raised in our day-to-day contact with them and where improvements are required to improve the service standards.

#### Key Areas of Concern:

- 1. Repairs and Maintenance:** Tenants are understandably frustrated by delays, missed appointments, inadequate or uncompleted repairs, contractor performance and overall poor communication.
- 2. Housing Management:** Complainants were frustrated due to the delay it has taken in attempting to address an ASB case.
- 3. Staff Behaviour:** Allegations of inappropriate conduct and lack of empathy in handling rent arrears and supporting them.
- 4. Estate Services:** Concerns about communal cleaning, garden maintenance, security, illegal fly-tipping and parking restrictions.

#### Lessons Learned from Complaint Received:

Lessons from the major themes emerged from the complaints received are as follows:

- 1. Communication and Responsiveness:** Offering clear and timely communication when dealing with service requests, especially from vulnerable residents. We also recognise the importance of keeping the tenant informed of the progress.
- 2. Proactive Maintenance and Repairs:** Better communication and management of our contractors so they are clear of our service standards and expectations. Contractors need to be kept up to date regarding escalation process.
- 3. Regular updates regarding communal services** are essential to keep the residents safe and for us to comply with the regulatory requirements. Information regarding fire safety, parking control and communal repairs needs to be updated regularly.
- 4. Staff Training and Conduct:** Perceived behaviour of staff in delivering customer service and lack of empathy in sensitive situations.

## Service Improvement Plan:

Key areas of improvement	Proposed actions
Improve Communication with Tenants	<ul style="list-style-type: none"> <li>- Service updates need to be circulated regularly using plain and clean English, so the information can be easily understood by the service users. Tenants are regularly updated by both automative and non-automative about the status of their service requests, complaints, and repairs, via multiple communication channels such as phone calls, emails, letters, WhatsApp, Mytenancy, tenancy portal and text messages.</li> </ul> <p>This will significantly improve our responsiveness and keep tenants better informed.</p>
Streamline Complaint Handling Processes	<p>Monitor complaints on a weekly basis by the officer handling the complaint and ensuring prompt acknowledgments and replies within the agreed timescales.</p> <p>This will help resolve issues more efficiently.</p>
Reasonable Adjustments for Disability and Vulnerability	<p>Review of policies and procedures to accommodate tenants with known disabilities and vulnerabilities, Train staff in these areas to have more knowledge, understanding and empathy.</p> <p>This is essential for creating a more inclusive and safer environment.</p>
Proactive Repairs and Maintenance Services	<ul style="list-style-type: none"> <li>- All open repair requests are monitored almost daily to ensure that they are completed on time.</li> <li>- Tenants are kept informed of any changes.</li> <li>- Carry out repairs satisfaction survey after completing each repair order</li> <li>- Guidance on Repair Responsibilities have been circulated to all tenants, so they are clear about the repair obligation and the timescale for completion.</li> </ul> <p>This will reduce the number of emergency repairs and improve overall service reliability.</p>
Review communal services and issue clear guidance on Estate Management of Cleaning and Ground Maintenance Team	<ul style="list-style-type: none"> <li>- The cleaning and ground maintenance specification to be circulated on the communal notice boards.</li> <li>- Appointing Estate Champions where possible</li> <li>- Tenancy Services Team to carry out joint site inspections with residents.</li> </ul>
Improve Staff Training	<ul style="list-style-type: none"> <li>- Implemented customer service training, empathy, and conflict resolution and sensitivity to tenant needs.</li> <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> </ul> <p>Develop and implement staff training covering complaint</p>

	handling, customer service and conflict resolution. Improving staff understanding and communication
Key Performance Indicator (KPI)	- Monthly KPI reports to be monitored by Senior Management Team and Board of Management
Regular Feedback and Surveys	- Conduct regular surveys to gather feedback from tenants about their satisfaction or dissatisfaction with services and see where there are potential areas for improvement. - This would promote accountability, transparency, and continuous improvement.
Transparency and Accountability in Complaint Handling	- Ensure transparency in the handling of complaints by providing tenants with clear information about the process and expected timelines. - Hold staff accountable for the timely resolution of issues.
You Said – these are the things we need to improve	We have introduced a regular section on our newsletter about the issues raised by our customers and the actions we have carried out to address them.

### Implementation Timeline:

Timeline – 30<sup>th</sup> September 2025

Responsible Person - **Operations Director**

By implementing the service improvement plan, we aim to improve tenant satisfaction, enhance the experience for any tenants who do wish to make a complaint, and improve overall service quality.

This will be available to and reviewed by the Board.