

Winchester

City Council

Q1 2022/23 Stage 1 Compliments and Complaints

Compliments

6 Compliments received in the following service

- 2 Property Services
- 1 Sheltered Services
- 1 Neighbourhood Services
- 1 Tenancy Sustainment
- 1 Tenancy Management

Our customers said:

"I'm very happy with the call back service and the work done at my property. I can always get through now, always called back and very happy with the service as everyone is really nice as well"

Please see attached a thank you card sent to Samantha Cherrett, Housing Officer, Tenancy. Sam dealt with an anti-social behaviour case sympathetically and to a high standard. This was a noise nuisance case which has now been resolved with one party citing to Sam 'you are a very kind, lovely person who does your job 100%, I can't thank you enough'

Tenant rang in to say thank you so much to all involved she is absolutely thrilled and want to pass on her congratulations to everyone.



Complaints

Stage 1 complaint received 28

Responded within 10 Days 19 69%

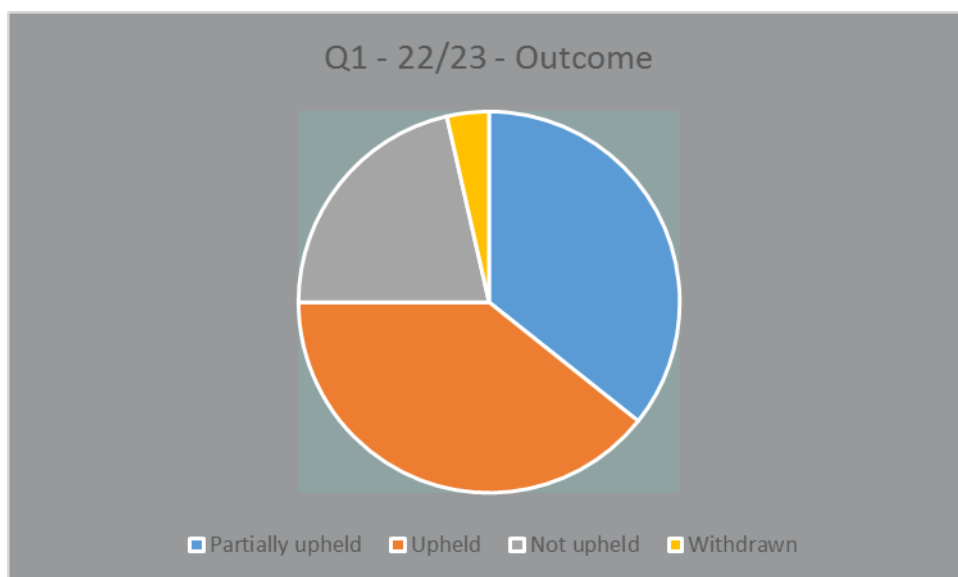
Outcomes of complaints

11 Upheld

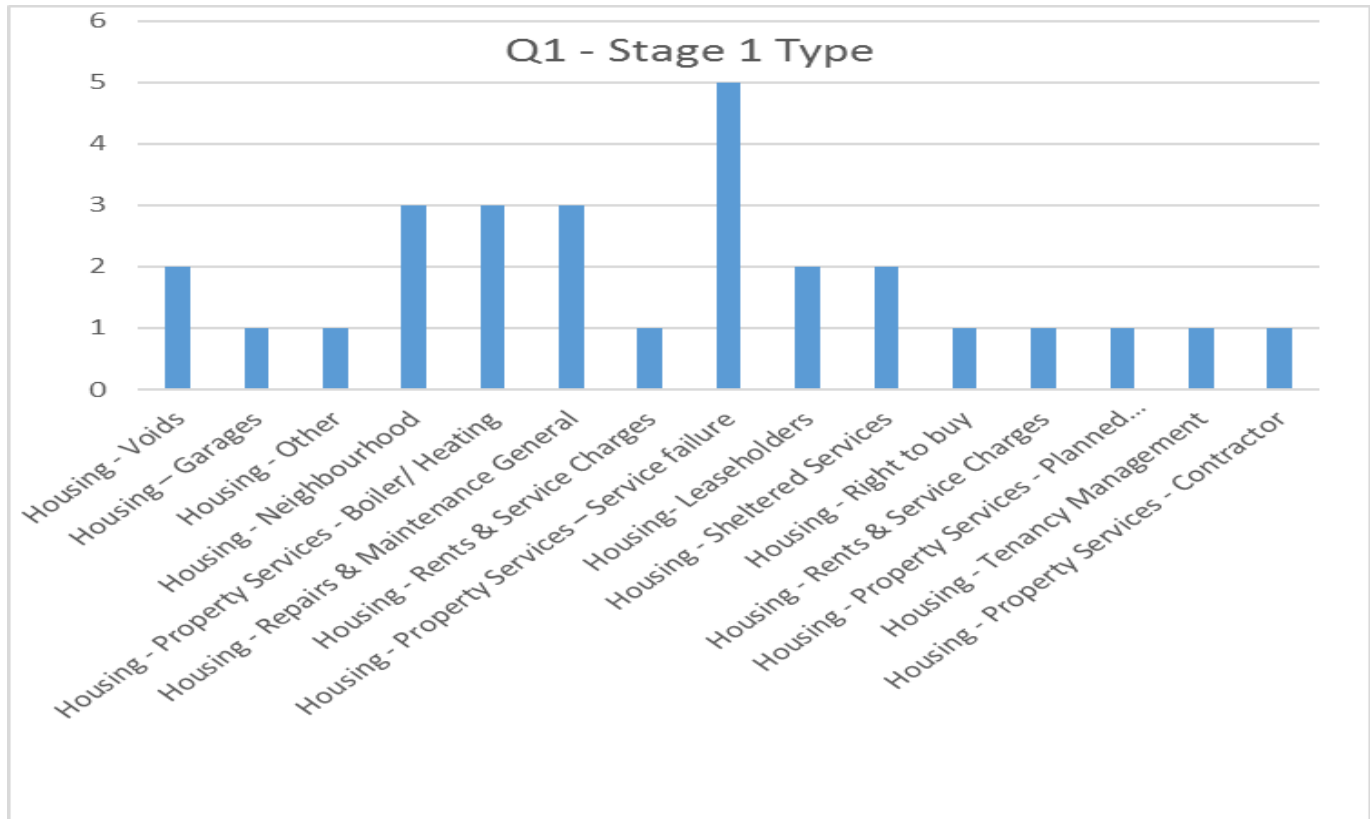
6 Not upheld

10 Partially upheld

1 Withdrawn



Type of complaints received



Reason why late to respond (acknowledgements sent)

- Further clarification needed by legal, if this could be accepted as a petition
- Staff shortages (COVID) only one on the phones
- Further information needed by other teams
- Further time needed to investigate
- Information needed from the customer, which held the response.
- Staff shortages (COVID)
- Waiting for jobs raised to be complete before closing




Further detail to the generic codes

- Housing - Other *7 tenants asked for a dedicated email for housing complaints via a petition*
- Housing - Repairs & Maintenance General - *Damp*
- Housing - Property Services – Service failure - *Contractor not sending the right amount of workforce, and lack of communication between housing and contractor*
- Housing - Repairs & Maintenance Genera - *Fence & Boundary*



- Housing - Property Services – Service failure - *6 months to complete a leak, with no firm updates when the job will be finished*
- Housing - Property Services – Service failure - *Lack of communication between housing and contractor and customer*
- Housing - Property Services – Service failure - *On-going problems since 2019 and lack of communication*
- Housing - Property Services – Service failure - *Lack of communication between housing and contractor*
- Housing - Tenancy Management - *Pest control*
- Housing - Property Services – Contractor - *Osbourne*
- Housing - Repairs & Maintenance General - *Lifts*

Comparison to last year Stage 1:

	2021/22 Q1	2022/23 Q1	
Complaints received	34	28	
Responded by	26 76%	19 69%	
Property Services	18	13	

Stage 2

1 for Private Sector Housing

MP Enquires

MP 6

Responded to within 10 days 2 67%

- 3 x Property Services
- 1 x Private Sector Housing
- 1 x Allocations
- 1 x Voids

Housing Ombudsman

1 – Property services – Still open

The complaint is about the landlord's handling of:

- The condition of the property when the resident moved in

The outstanding issues

The resident has explained that the outstanding issues are:



- The resident has detailed that reported numerous repairs when began occupying the property. The resident explained that the request for the replacement bathroom door remains outstanding.

