

## **Annual Complaints Performance and Service Improvement Report 2023-2024**

**Ideal Quarters Ltd**

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### **1.0 Overview**

This financial year has been a challenging one for complaints with one escalated to a higher level.

Overall, the main types of complaints received are in 3 main categories: Reported repairs, Pest issue, Anti-social behaviours from tenants.

Due to one property manager has been removed during company restructure, junior staffs are requested to be more involved in the complaint process. The main challenges are: 1. All staffs able to distinguish service request and complaint, service request is a request from a resident to the landlord/ Ideal Quarters requiring action to be taken to put something right. It's a request that the organisation provides a service or fixes a problem when reported. 2. Full, complete and accurate record keeping at all time. 3. Issues reported are followed up and actioned properly on timely manner and within reasonable time frame.

Due to large portion of clients/ occupants are homeless person referred by councils' Temporary Accommodation (TA) team, most of them have sensitive background, therefore Reports of instances of anti-social behaviour (ASB) experienced by a resident will not be recorded as a

complaint but rather dealt with in line with a Ideal Quarters' ASB policy from September 2024 onwards.

We are a voluntary member of the Housing Ombudsman, we understand there is always space for us to improve our practice and service, and we will do our best we can to follow the joint complaints handling code from the Housing and Local Government Ombudsman. We welcome these opportunities to assess the service which we are providing to our tenants.

## **2.0 Report Purpose**

The Housing Ombudsman ordered that landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). Their Complaint Handling Code refers to that person or team as the 'complaints officer.'

The Complaint Handling Code aims to achieve best practice in complaint handling and ultimately to provide a better service to residents and drive a positive complaint handling culture.

In line with the requirements of the Housing Ombudsman, this data is based on dates complaints were received.

All data used to produce this report was taken from our complaints management system as at 30th April 2024. Full details of complaints: such on how complaints were raised, actions taken and result are filed on internal system.

## **3.0 Analysis of our complaint handling performance 2023-2024**

We have an established complaint handler who administers all complaints, responsible for ensuring timely contact with the customer to acknowledge and respond to the complaint, requesting and tracking the investigation, and monitoring and reporting on complaint types, outcomes and learnings, themes and trends, and these are discussed with company directors and relevant staffs on regular basis.

For the purposes of this Annual Report, we have provided detailed data and analysis from the 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

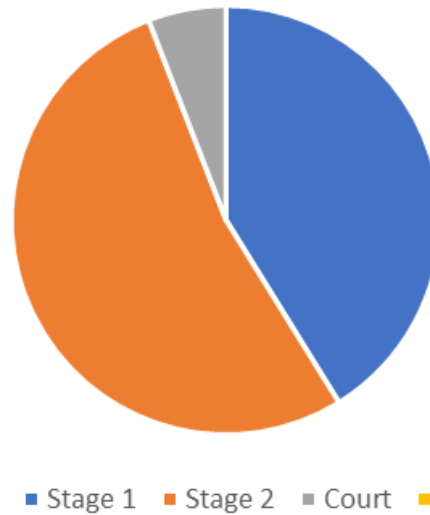
### 3.1 Complaint summary

# SUMMARY

Referen	No of Complai	Type of Complaint	Reference	Resolved at
Apr-23	3	Reported Repairs	Swaffham Court	Stage 2
		Post Eviction Complaint	Regal House	Stage 1
		Anti-Social-behaviour (ASB)	The Grove	Stage 1
May-23	2	Anti-Social-behaviour	Torrens Road	Stage 2
		Pest issue	Second Avenue	Above Stage 3
Jun-23	2	Reported Repairs	Sparks Close	Stage 2
		Reported Repairs	Geere Road	Stage 2
Jul-23	2	Eviction delays and end of lease dispute	Church Road	Stage 2
		Anti-Social-behaviour	Torrens Road	Stage 2
Aug-23	1	Anti-Social-behaviour	Third Avenue	Stage 1
Sep-23	2	Reported Repairs	Sixth Avenue	Stage 2
		Reported Repairs	Beam Avenue	Stage 1
Oct-23	1	Anti-Social-behaviour	Friars Close	Stage 1
Nov-23	1	Service complaint	Bruce Wharf	Stage 1
Dec-23	1	Reported Repairs	Third Avenue	Stage 2
Jan-24	1	Anti-Social-behaviour	Norwich Road	Stage 2
Feb-24	1	Reported Repairs	Honey Close	Stage 1
Mar-24	0	N/A	N/A	
Total	17	11 cases in total excluding ASB cases		

- Please note, all above complaints are resolved and case closed.

## March 2023-April 2024 Complaint Case Raised and Closed: Catagorized by Stages when closed



### 4.0 Learnings from Complaints

#### 4.1 Complaint Handling Staff

As a small-sized company, we understand all staff must be trained on how to handle complaint received, and have full understanding of the company's complaint policy. Our senior managers have been coaching staff on individual basis on how to manage complaint received.

We provide multiple channels for tenants to raise their concerns, and work with local councils' TA team for certain type of complaints to achieve better tenants' satisfaction level and transparency.

#### 4.2 Anti-Social Behaviour (ASB)

Due to large portion of current company's property stock are used as TA, we have recognised the necessarily of separating ASB with other complaint

cases, and the importance of dealt with in line with a Ideal Quarters' ASB policy.

#### Importance of staff mental health

We recognised some tenants have abusive behaviour, particularly for the ASB complaint case raised. We understand by dealing with certain ASB complaint cases could raise stress to staffs in charge, and we have increased the amount of staff support on ASB cases. We also requested council's TA office to restart the training / supporting program they used to have prior covid period, and disclose tenants' necessary information for staffs to have better understanding of tenants' condition/ background, to be able to deal with ASB in a better approach, and reduce/ avoid level of stress caused to staffs.

#### 4.3 The Complaint Handling Process

Reduced from 3 stages to 2 stages to shorten the process, and make it more transparency for all relevant parties. The new updated complaint policy was finalised and approved by company directors in September 2024.

#### 4.4 Learnings from Second Avenue Case

Landlord and Ideal Quarters Ltd have taken all necessary steps when complaint: such as instructed professional pest control company to carry out regular treatments, take any necessary actions based on pest control's recommendations, instructed another independent pest control company for treatment and second opinion, requesting council compliance and Setting The Standards (STS) officers to action together to meet tenants' satisfaction level. Due to pest issue existing in local's large area, and pest control can only carry out treatment inside the property, tenant was not satisfied and decided to go through legal.

Although tenant has lost the case as we have expected, and judge believes all reasonable steps have been taken. The Housing Ombudsman's Complaint Handling Code stipulates that we must look beyond the circumstances of an individual complaint and consider whether service improvements can be made as a result of any learning from the complaint. A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use

complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.

#### 4.5 Overall learnings

This financial year, we have been focused on not only capturing the learning and understanding trends but also seeking assurance that steps have been taken to address the learning. We understand we should not only seek to eliminate further complaints about a same occurrence but can be utilised during training and development of new staff and demonstrates continuous service improvement

During the financial year, we have introduced the below actions among the team to improve overall service:

Request feedback for contractors, replace lower rating contractors with higher rating ones. Staffs to carry out post work inspections and compare pre and post work information to grade the quality of work. Staffs to cross check/carry out inspection audit to each other on periodic basis.

Repairs & Maintenance—manager to conduct service review on weekly basis and full details must be logged on GNB by staffs for management level's continuous and regular supervise. Staffs also trainings on regular basis especially on frequent reported repaired issues and ASB. By doing this they will be able to have better understanding on how to prevent problems at early stage, such as identify difference between condensation and damp, how to reduce and prevent them. By having better and wider knowledge will enable staffs to provide a consistent quality level of service and impress high standards of service delivery on.

## **5.0 Self-assessment, Reporting, and compliance**

5.1 The annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.

Details provided in page 2 Complaint summary.

5.2 A qualitative and quantitative analysis of the landlord's complaint handling performance - this must also include a summary of the types of complaints the landlord has refused to accept

Details provided in page 2 Complaint summary.

5.3 Any findings of non-compliance with this Code by the Ombudsman.

No non-compliance during financial year 2023/2024.

5.4 The service improvements made as a result of the learning from complaints.

Number of complaints has reduced recently, will continue to monitor any change in trend.

5.5 Any annual report about the landlord's performance from the Ombudsman.

No case raised to or by Ombudsman, no report received from Ombudsman

5.4 Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

No additional reports.

