

White Horse Housing Association Ltd

2024-2025 Annual Complaints Report

1. Introduction

- 1.1 The Association takes complaints from its residents seriously. We do all we can to investigate and act where required. To maintain the link between residents and Board members this report gives an outline of each complaint to inform the Board where our residents feel our service has failed. The report also shows how the complaint was resolved, the time it took and what we learned from it.

2. Type of Complaints

- 2.1 Just two formal complaints were received during the year, both were completed at stage one of the complaints process. One of the complaints was related to dissatisfaction with a repair, while the other was relating to dissatisfaction with communication from the Association. A log of the complaints received is attached at **Appendix 1**.

3. Source of Complaints

- 3.1 There was one complaint from Rushall and one from Luckington.

4. Timescale to Resolve the Complaints

- 4.1 Both complaints were resolved at stage one, well within target timescales. One complaint took three days to resolve and the other eight days.

5. How Complaints were Resolved

- 5.1 The complaint concerning dissatisfaction with a repair was relating to a water tank that required both of the immersion heaters within it to be changed. The tenant reported that only one immersion heater had been brought to the property by the contractor but even that could not be installed because it was the incorrect model. He had taken a day off of work and would now need to take another one off for the contractor to return to carry out the work, which was frustrating. He also reported that he felt the operative who attended was not a fully qualified electrician and seemed inexperienced.
- 5.2 The Maintenance Manager contacted the company Director and asked for an investigation to take place. Following the investigation it was confirmed there had been a lack of communication between two operatives regarding number of parts required and the correct model numbers. The complaint was therefore upheld.
- 5.3 The Maintenance Manager wrote to the tenant with an apology and full details of the investigation and its findings. He also re-assured the tenant that although the operative who attended was working through his apprenticeship on servicing and repairing 'unvented' hot water cylinders, he is already qualified to work on 'vented' cylinders like the one installed in his property. The Maintenance Manager also passed on apologies from the Contractor who had been open and honest about their mistake.

- 5.4 The tenant complaining about the lack of communication was relating to whether a tree overhanging his parking space was going to be felled due to its berries falling on to his car.
- 5.5 In response to his request a works order had been placed to fell the tree, but on the day the Arborist arrived to carry out the work other residents strongly objected. The Maintenance Manager visited the site and stopped the work, advising that he would hold a consultation with all residents of the scheme before a final decision was made.
- 5.6 Following the consultation, it was found that it was only this one tenant who wanted the tree felled. The works order was therefore cancelled and the Maintenance Manager agreed to obtain a report on all trees across the development.
- 5.7 The complainant felt that he had been left out of the consultation and claimed did not receive letters from the Association. However, the Operations Director found that there was a copy of the consultation letter on his file and no response to the consultation had been received. Therefore the complaint was not upheld.
- 5.8 However, to try and reduce the issue of berries falling on the tenants car, the tree was pruned. The tenant was also sent a copy of the full tree survey for the development showing that it was safe and healthy. A letter explaining the findings of the investigation in full, and copies of previous communication to him about the tree, were also sent.

6. What we learned from the complaints

- 6.1 It was extremely useful analysing each of these complaints and understanding exactly what had gone wrong. As a result, measures have been put in place to try to ensure we do better in future.
- a. **Dissatisfaction with repair**
Better communication between our contractor's operatives has been advised so that the correct number of parts and the correct model numbers are carried on the van when jobs are passed between them.
 - b. **Dissatisfaction with communication regarding tree felling**
In future we will ensure that a full scheme consultation is carried out with all residents before raising orders to fell trees unless they are found to present an immediate danger to residents and their visitors.

7 Report to the Board

- 7.1 A copy of this report was submitted to the Association's Board on the 19 May 2025. Members unanimously agreed to note the contents of the report and the outcomes achieved.

8 Report to the Resident's' Scrutiny Panel

- 8.1 A copy of this report was submitted to the Resident's Scrutiny Panel on the 19 May 2025. Members agreed to note the report.

Appendix 1

Complaint number	Scheme	Refers To	Reason	Notified Date	Internal Owner	Resolution Date Target	Extension Date Agreed with Complainant	Resolved Date and Time	Closed Stage	Days To Resolve	Upheld	How Resolved	Learning Outcomes
2024000005	The Merchants, Luckington.	Contractor	Tenant dissatisfied with work to change the immersion heater carried out by 3 Solutions Ltd.	28/05/2024	Maintenance Manager	10/06/2024	N/A	30/05/2024	1	3	Yes	DS contacted 3Solutions Director and requested an investigation. Following this he wrote to the tenant, upheld the complaint and apologised.	Better communication is needed between our Contractors Operatives.
2025000001	The Gardens, Rushall.	Department	Tenant wanted to have a tree felled but this was objected to by other residents. DS cancelled the felling of the tree and tenant was dissatisfied with communication from repairs and maintenance team when dealing with the matter and objected to the tree overhanging his parking space.	05/02/2025	Operations Director	18/02/2025	N/A	14/02/2025	1	8	No	Operations Director liaises with DS to gain information. Satisfied that tenant was sent letters when dealing with the matter and had opportunities to give feedback. Letter to tenant and tree inspection report included with the letter. Tree was not felled but was cut back.	Ensure scheme wide consultation is given before raising orders to fell trees.