

Learning from Complaints (You said we did) 2022/23

Complaint	Response	What we have done to improve our services
<p>Service failure Works not being complete Lack of communication Repeated chasing from the customer</p>	<p>Apology, jobs raised</p> <p>The issues of communication between contractors, tenants and the council is a priority for us all.</p> <p>We all appreciate your feedback and taking the time to communicate with us on how the council and our partners are performing, I can assure you we listen and look to learn from this and strive improve the communications and service.</p>	<p>We have been working hard with our partners to learn from our mistakes and look at processes that will help us all to improve.</p>
<p>Repairs & Maintenance General 4 times CCS (contractor) have come to fix a repair</p>	<p>Unfortunately the delay was various reasons someone damaged the main system and CCS thought it was the cause, when they replaced the main door system her door still did not work, they sent an engineer but he got called to an emergency.</p>	<p>A communication issue, we have been working hard on CCS repairs in the need to keep tenants up to date with jobs and they are getting much better. CCS repairs now have a dedicated team for WCC and once they have embedded this improve communications.</p>



Property Services Heating & Boiler

Since CCS have taken over I have had nothing done. Reported problems with the heating system. CCS visited to carry out a service. Service to the boiler never completed and the boiler condemned because it was severely dangerous. Further call because the insulation had crumbled away again.

CCS came out and confirmed they would put new insulation, box up and dig out the floor and bury the rest of the pipe work as it was sticking out very badly and could be run over by a lawn mower and damaged and be dangerous to life.

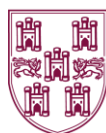
Four weeks later an engineer, who was the same one who condemned the boiler the first time and condemned it again. A surveyor came and carried out a thorough survey. Three weeks later a crew of 6 reported they

Poor communications from CCS spoke with the management team and asked to contact the customer and update immediately. The issue was that the ASHP was a split unit and this meant it required pipes to be buried in the ground, the engineer who did the survey did not do the survey well and this caused confusion.

Learning is better and clearer communications to our customer. Meeting arranged with CCS to reiterate the need for clear and precise communications. The housing hub will now follow through in more detail issues/complaints so we are able to turn more to positive outcomes.



<p>would be here for 2 days and replace the whole system they said they couldn't do it because the surveyor got it wrong. A special crew had to come out and empty the gas and do a few other technical thing and they went away doing nothing. I waited a week to find out what was going on and yet another contractor I was expecting them to tell when they were going to come and re do the system they informed they were just there to take photos because they wanted to move the fan to a different place. I still haven't heard anything back from since. They don't turn up when they are meant to and they turn up when you don't expect them.</p>		
<p>Repairs & Maintenance General Scaffolding being left erected for too long , was told to contact the contractor direct by the customer service team</p>	<p>We will also be discussing the matter with our customer service team and Osbornes administration team at our next contractor meeting. If a tenant has a query they should be contacting the Council and we should be handling the query on their behalf. Tenants should not be expected to have to contact our contractors directly, as you say this just leads to a metaphorical game of tennis</p>	<p>Communication meetings with contractors and further training for customer service staff.</p>



	as the tenant gets pushed between our respective organisations (WCC and Osbornes!). We will also be speaking to Osbornes about the time scaffolding is left on site, both prior to works commencement and after the works have been completed. The presence of scaffolding is an inconvenience to residents and its presence must be kept to a minimum.	
Property Services – Service Failure Lack of communication, has had to chase several times	Apology for the delay and lack of communication	Regular meeting with contractors to ensure better communication with tenants and contractors
Tenancy Services - Service Failure Tenant, with support needs was left with no white goods and was passes around the council when took on a tenancy	White good arranged and an apology. Customer was very thankful that this complaint was resolved with speed and ease.	We have now streamlined our Assist Grant process to make ordering goods quicker.
Private Sector Housing Lack of action for a Disabled Facilities Grant (DFG) process in a timely manner and the process	Apology and explanation - Whilst I appreciate that this finding is of no comfort to yourself and family, it is a lesson to be learned by the council and I will ensure that the full team involved with DFGs are briefed of and take on board my findings to ensure that such oversight does not happen again.	Training for staff.
Property Services – Service Failure	Explanation and apology	Training for front line staff



Lack of communication surrounding a gas leak		
Housing Income – Service Failure Rent increase letter addressed to deceased family member	Apology	Our processes have been amended to ensure these cases are picked up and dealt with sensitively moving forward.