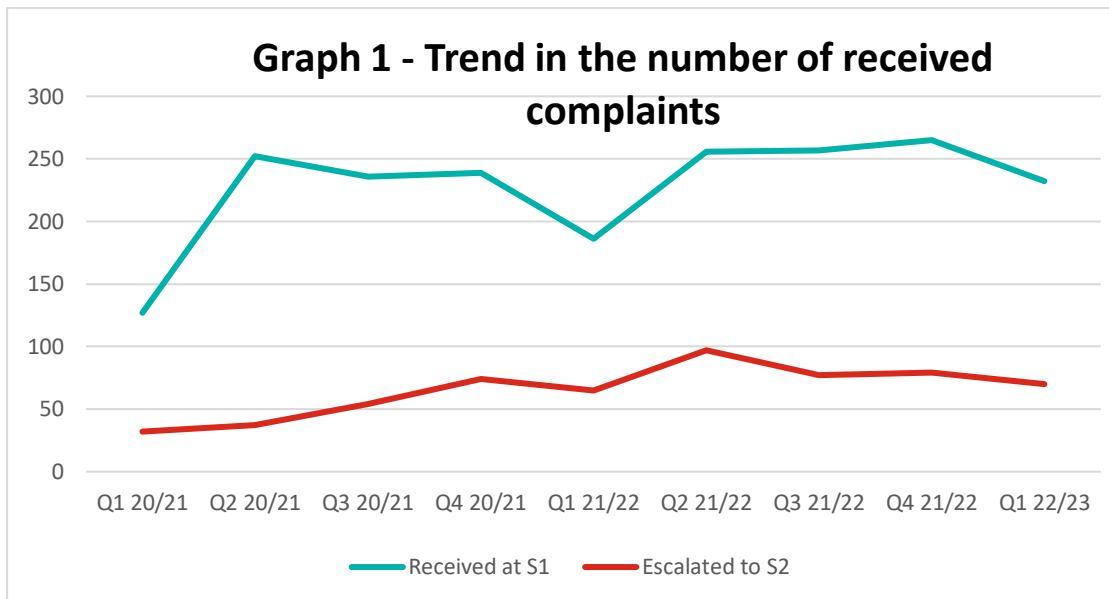
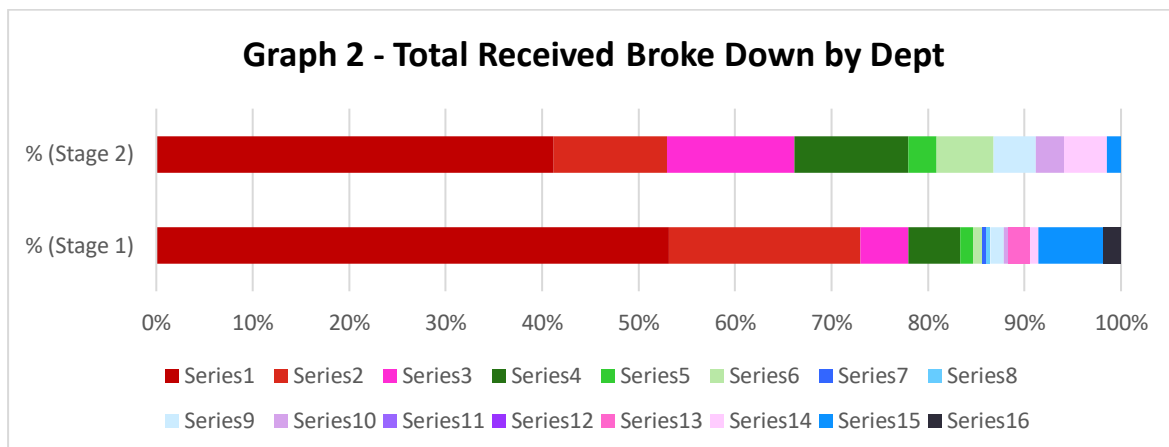


Quarterly report for Quarter 1 (01 April 2022 – 30 June 2022)



Quarter	Received at S1	Escalated to S2	Proportion of escalated complaints	Target
Q1 20/21	127	32	25.2%	10%
Q2 20/21	252	37	14.7%	10%
Q3 20/21	236	54	22.9%	10%
Q4 20/21	239	74	31.0%	10%
Q1 21/22	186	65	34.9%	10%
Q2 21/22	256	97	37.9%	10%
Q3 21/22	257	77	30.0%	25%
Q4 21/22	265	79	29.8%	25%
Q1 22/23	232	70	30.2%	25%

Graph 1 and the accompanying table shows stage 1 and 2 complaints received covering the period 01 April 2022 – 30 June 2022. Comparison with the previous quarter a year ago Q1 21/22 shows an increase of 46 stage 1 complaints and 5 stage 2 complaints.



Total Received by Dept		Stage 1	Stage 2	% (Stage 1)	% (Stage 2)
<b>1</b>	Responsive Repairs	118	28	50.9%	40.0%
<b>2</b>	Planned Works, M & E	44	8	19.0%	11.4%
<b>3</b>	Leasehold Services	11	9	4.7%	12.9%
<b>4</b>	Neighbourhood - London	12	8	5.2%	11.4%
<b>5</b>	Neighbourhood - Hertford	3	2	1.3%	2.9%
<b>6</b>	Voids & Lettings - London	2	4	0.9%	5.7%
<b>7</b>	Voids & Lettings - Hertford	1	0	0.4%	0.0%
<b>8</b>	Income - Hertford	1	0	0.4%	0.0%
<b>9</b>	Income - London	3	3	1.3%	4.3%
<b>10</b>	Intermediate Rent	1	2	0.4%	2.9%
<b>11</b>	Older Persons	0	0	0.0%	0.0%
<b>12</b>	Supported Housing	0	0	0.0%	0.0%
<b>13</b>	SW9	5	0	2.2%	0.0%
<b>14</b>	Central Complaints	2	3	0.9%	4.3%
<b>15</b>	Development	15	1	6.5%	1.4%
<b>16</b>	Contact Centre	8	2	3.4%	2.9%
<b>17</b>	Estates Services	4	0	1.7%	0.0%
<b>18</b>	Miscellaneous	2	0	0.9%	0.0%
	<b>Total</b>	<b>232</b>	<b>70</b>		

A departmental breakdown of complaints received in the quarter is set out in graph 2 together with the accompanying table. Because of the nature of the work, they are involved in Asset Management accounts for 70% of the total complaints received at stage 1. Asset Management is made up of Responsive repairs and Planned Works, M & E as shown in table above. There was a decrease of 2% on the previous quarter Q4 21/22.

Responsive Repairs had 118 at stage 1 two less than last quarter, followed by 44 stage 1 from Planned Works and M+E, 6 less than last quarter.

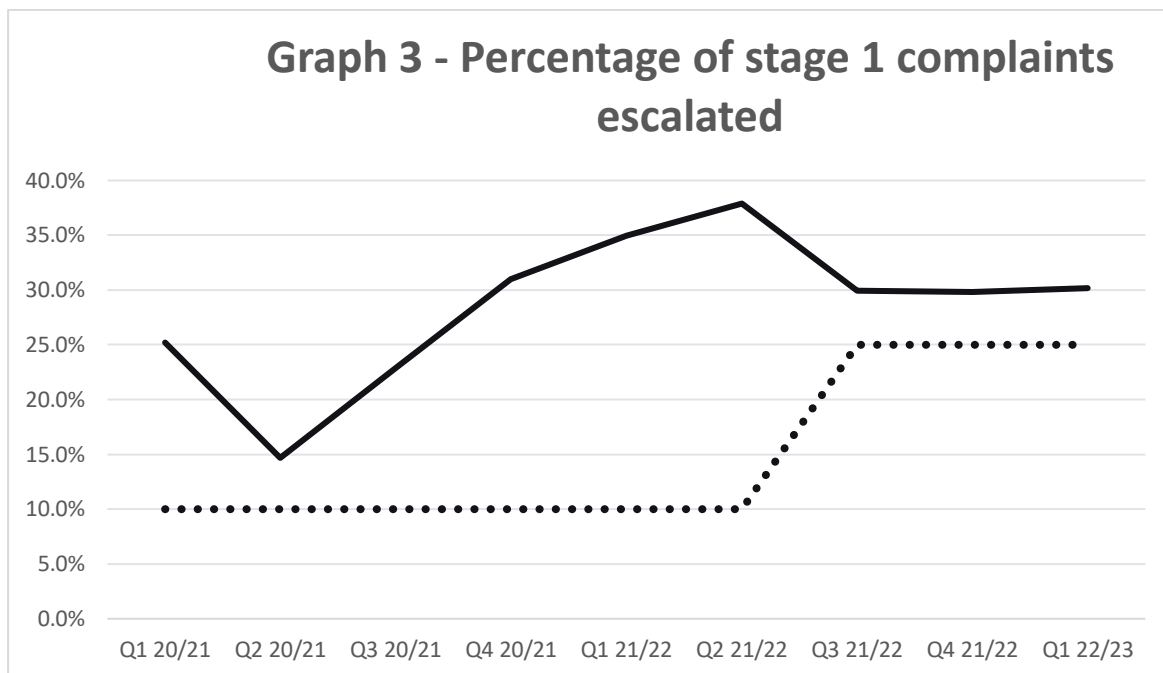
In this quarter there were 8,066 repairs raised for all responsive repair contractors. This now includes our new small framework contractors Chas Berger, Close Brothers and R Benson (Roof repairs only). Of which the Responsive Repair Teams manage complaints at stage 1.

For MCP and Wates there were 7,631 which was a 2,045 decrease on the last quarter this is due to the small framework contractors above and a trial of a new repair system called Plentific for a selected area of around 3000 properties.

There were 118 complaints in the quarter for these contractors, meaning that approximately 1.46% of repairs lead to a complaint being logged.

Row Labels	Count of Name
<b>Chas Berger &amp; Son Ltd</b>	<b>80</b>
Apr	53
May	21
Jun	6
<b>Close Brothers Rail Ltd</b>	<b>317</b>
Apr	136
May	148
Jun	33
<b>M C Plumbing</b>	<b>2259</b>
Apr	715
May	783
Jun	761
<b>M C Plumbing (East London)</b>	<b>808</b>
Apr	235
May	302
Jun	271
<b>R Benson Property Maintenance</b>	<b>38</b>
Apr	12
May	13
Jun	13
<b>Wates Living Space</b>	<b>4564</b>
Apr	1501
May	1669
Jun	1394
<b>(blank)</b>	
<b>Grand Total</b>	<b>8066</b>

**Complaints that escalated from Stage 1 to stage 2**



A total number of 232 Stage 1 complaints were received in Q1 2022/23, 33 less than Q4 2021/22 (265) and 46 more than Q1 2022/23 (186). Stage 2 complaints received were 70 which was 9 less than Q4 2021/22 (79) and 5 more than the Q1 quarter in 2021/22 (65).

**Performance - complaints responded to on time**

Performance increased by 8% to 94% for Stage 1, and Stage 2 increased by 1% back to 100%.

Overall, 95% of combined Stage 1 and Stage 2 complaints were issued on time, meaning the overall target of 95% was achieved and was an increase of 6% on the previous quarter.

For this quarter we have now separated Asset management into their relevant teams, Responsive Repairs, Planned Works, M & E, Voids and Lettings London and Hertford, and Estate Services.

Responsive repairs resolved 139 out of 144 stage 1 complaints on time meaning 97% of their responses were issued on time, which was 2% less than last quarter. This is compared to Planned Works, Compliance and M & E who resolved 44 complaints with 41 on time at a percentage of 93%, which is a 20% increase on the last quarter.

Please note that all Stage 2 complaint responses are all completed by the Central Complaints Team and 100% were responded to on time.



Out of the 291 stage 1 complaints closed we determined the outcomes as below:

Month	Upheld	Not Upheld	Partially Upheld
April	64	16	20
May	62	24	28
June	40	17	20
<b>Totals</b>	<b>166</b>	<b>57</b>	<b>68</b>

We upheld 80% of our stage 1 complaints including upheld and partially upheld, and 43% of complaints were not upheld including partially upheld.

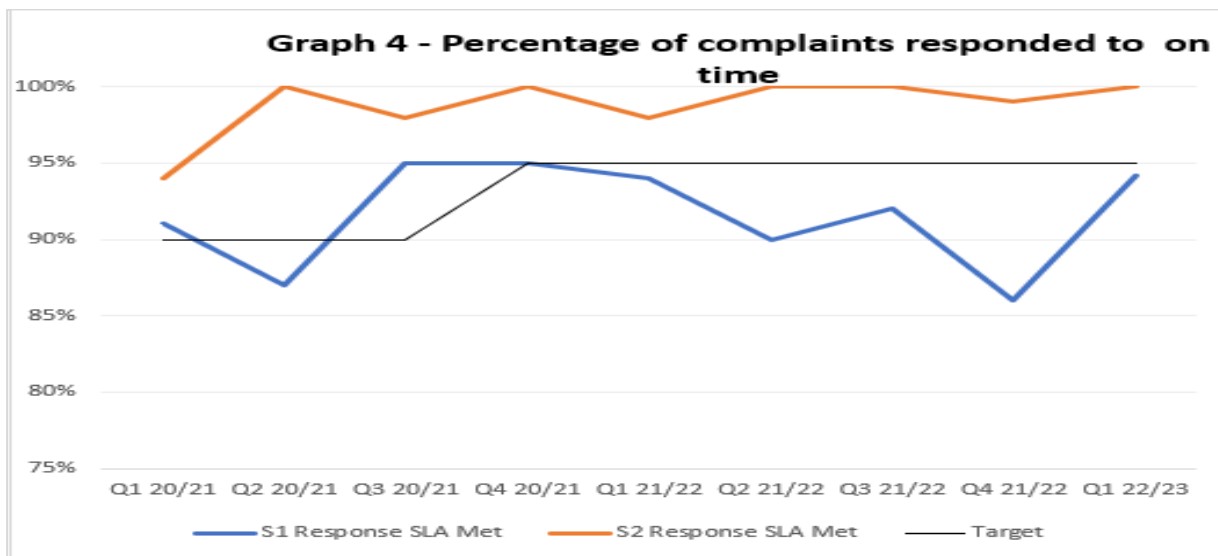
Out of the 70 Stage 2 complaints closed we determined the outcomes as below:

Month	Upheld	Not Upheld	Partially Upheld
April	8	3	15
May	8	4	11
June	11	3	6
<b>Totals</b>	<b>27</b>	<b>10</b>	<b>32</b>

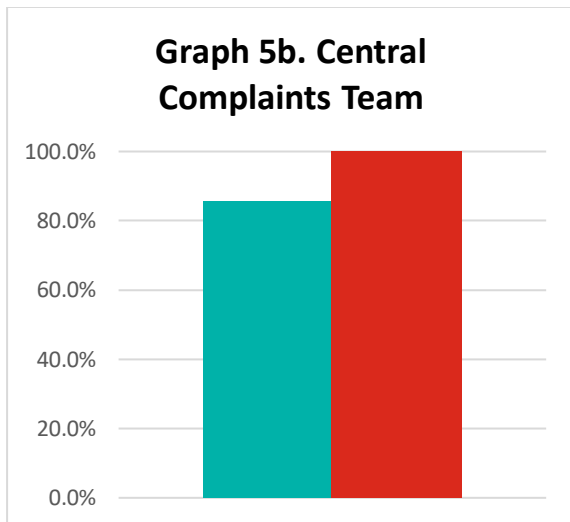
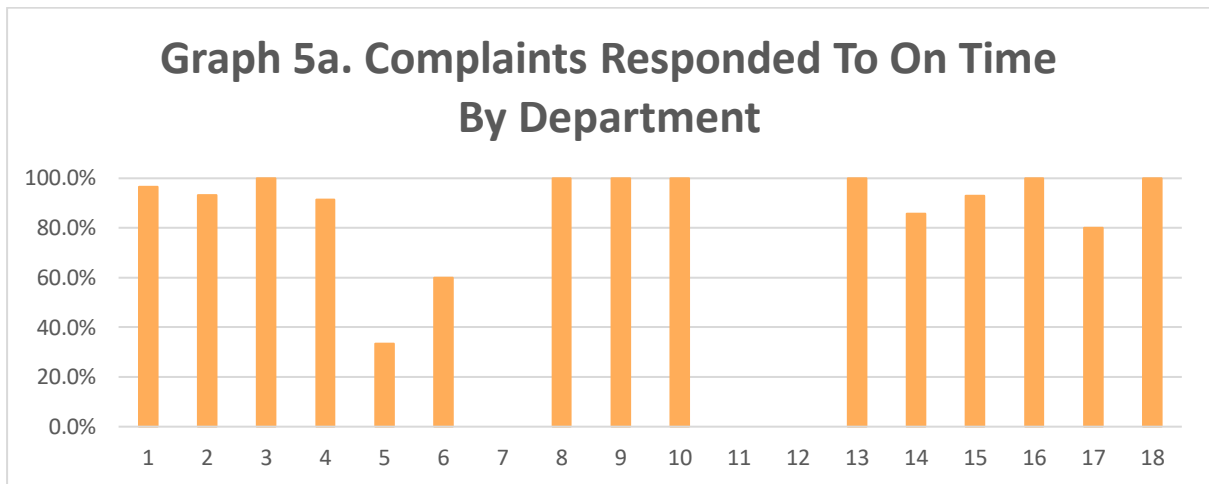
(Plus, one case that was considered out of jurisdiction)

We upheld 84% of our stage 2 complaints including upheld and partially upheld, and 61% of complaints were not upheld including partially upheld, and outside jurisdiction.

Quarter	S1 Response SLA Met	S2 Response SLA Met	Target
Q1 20/21	91%	94%	90.00%
Q2 20/21	87%	100%	90.00%
Q3 20/21	95%	98%	90.00%
Q4 20/21	95%	100%	95.00%
Q1 21/22	94%	98%	95.00%
Q2 21/22	90%	100%	95.00%
Q3 21/22	92%	100%	95.00%
Q4 21/22	86%	99%	95.00%
Q1 22/23	94%	100%	95.00%



	Total Resolved by Dept	Stage 1			Stage 2		
		No. on Time	Closed	% On Time	No. on Time	No. Closed	% On Time
1	Responsive Repairs	139	144	97%	0	0	N/A
2	Planned Works, M & E	41	44	93.2%	0	0	N/A
3	Leasehold Services	19	19	100.0%	0	0	N/A
4	Neighbourhood - London	21	23	91.3%	0	0	N/A
5	Neighbourhood - Hertford	1	3	33.3%	0	0	N/A
6	Voids & Lettings - London	3	5	60.0%	0	0	N/A
7	Voids & Lettings - Hertford	0	0	N/A	0	0	N/A
8	Income - Hertford	1	1	100.0%	0	0	N/A
9	Income - London	6	6	100.0%	0	0	N/A
10	Intermediate Rent	4	4	100.0%	0	0	N/A
11	Older Persons	0	0	N/A	0	0	N/A
12	Supported Housing	0	0	N/A	0	0	N/A
13	SW9	4	4	100.0%	0	0	N/A
14	Central Complaints	6	7	85.7%	70	70	100.0%
15	Development	13	14	92.9%	0	0	N/A
16	Contact Centre	11	11	100.0%	0	0	N/A
17	Estates Services	4	5	80.0%	0	0	N/A
18	Miscellaneous	1	1	100.0%	0	0	N/A
	<b>Total</b>	<b>274</b>	<b>291</b>	<b>94.2%</b>	<b>70</b>	<b>70</b>	<b>100.0%</b>



Please note that all Stage 2 complaint responses are all completed by the Central Complaints Team.

### **Compensation.**

#### **Stage 1**

Compensation can be awarded where, following an investigation, it is identified that our actions or lack of action had a significantly adverse effect on the resident. Compensation was awarded at Stage 1 in respect of 326 complaints closed at a total cost of £29,581 shown in graph 6 with a comparison to previous quarters.

This is an increase of £10,000 on the last quarter, where there were 32 more complaints resolved with compensation awarded than Q4 2021/22. We are aware further analysis going forward and scrutiny is required on compensation to understand the amounts, and whilst still being fair and reasonable it is to ensure we are in line with our policy and ongoing Ombudsman guidance/feedback.

Once again delay was the highest payment with £12,150 compensation paid out accounting for 41% of the total awarded 2% more than the last quarter. With distress being 37% of the total award, which is normally awarded the same as delay and go hand in hand together. This is shown in graph 7 along with the rest of the breakdown of categories in the table below.

## Stage 2

We are now reporting on stage 2 compensation, whilst in the whole this can be seen as addition to all stage 1 compensation awarded, in some respects it will be new compensation where none was awarded at stage 1. Currently we have no way of cross referencing this but gives a good indication of where we are. As the quarters go on there will be more comparable data at stage 2 same as with stage 1.

Compensation was awarded at Stage 2 in respect of 197 complaints closed at a total cost of £15,118 shown in graph 7 along with the table. Stage 2 follow same as Stage 1 with Delay and Distress taking up most of the total amount.

## Regaining costs from contractors

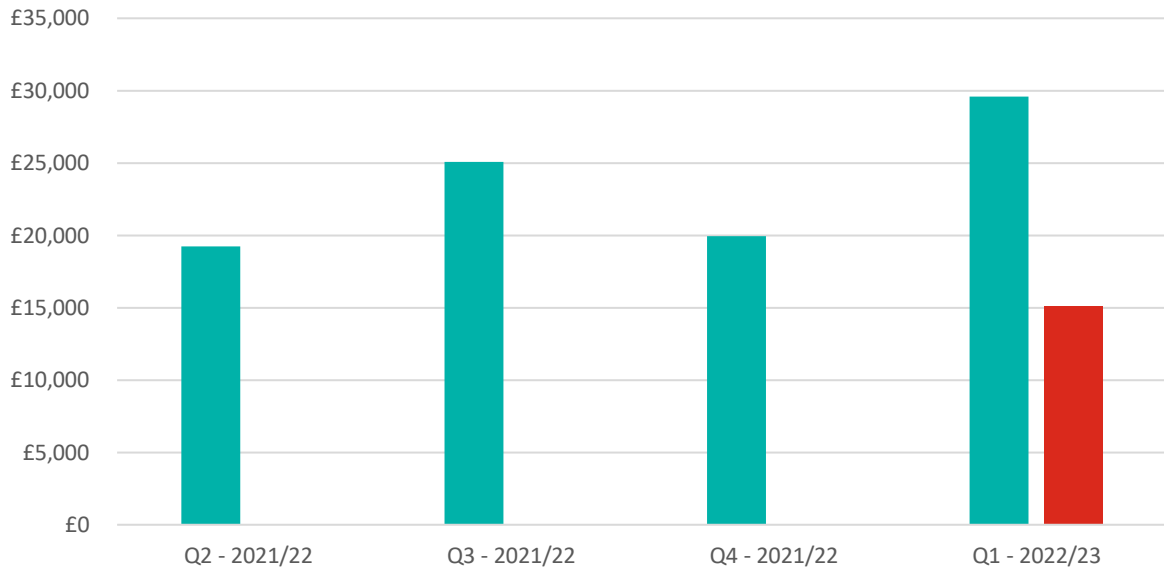
Each month our repairs team track the amount awarded for delays and request this money back from Wates and MCP. In this quarter (01 April 2022 – 30 June 2022) we are claiming back £18,091.96 worth of compensation so far. Full breakdown below. This figure accounts for both complaints and non-complaints related compensation recharged to a contractor.

<b><u>Wates</u></b>	<b><u>MCP</u></b>
April 2022 - £2,988.50	April 2022 - £5,703.96
May 2022 - £1,070.00	May 2022 - £3,948.00
June 2022 - £1,153.00	June 2022 - £3,229.00
<b>Total for Q1 – 9,844.96</b>	<b>Total for Q1 - £8,247.00</b>

In closing on compensation, we now have more of an oversight on compensation and will look into any high amounts with teams going forward with more scrutiny, it is expected for compensation to increase but need to ensure that there is reason and in line with policy.

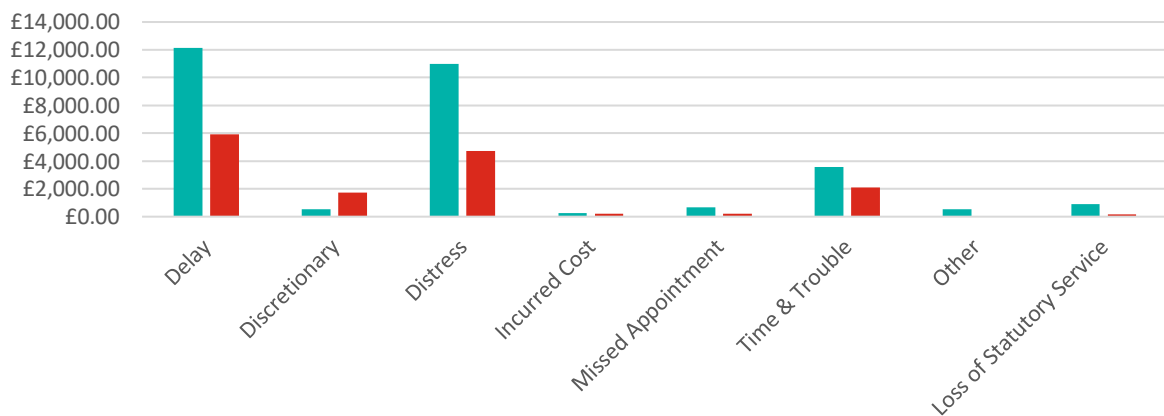


### Graph 6 - Quarterly Compensation Comparison (Stage 1 & Stage 2)



	Stage 1	Stage 2
<b>Q2 - 2021/22</b>	£19,254	N/A (not reported)
<b>Q3 - 2021/22</b>	£25,054	N/A (not reported)
<b>Q4 - 2021/22</b>	£19,929	N/A (not reported)
<b>Q1 - 2022/23</b>	£29,581	£15,118

### Graph 7 - Quarterly Compensation Comparison (Stage 1 & Stage 2) by Type



		<i>April</i>	<i>May</i>	<i>June</i>	Total
<b>Award</b>	<b>Total S1 and S2</b>	<b>Stage 1</b>			
Delay	£30,240.00	£5,055.00	£3,070.00	£4,025.00	£12,150.00
Discretionary	£2,860.14	£142.00	£413.00	£0.00	£555.00
Distress	£26,675.00	£4,240.00	£2,990.00	£3,735.00	£10,965.00
Incurred Cost	£740.14	£246.55	£23.52	£0.00	£270.07
Missed Appointment	£1,530.00	£320.00	£240.00	£100.00	£660.00
Time & Trouble	£9,251.00	£1,289.00	£833.00	£1,457.00	£3,579.00
Other	£1,023.84	£366.92	£145.00	£0.00	£511.92
Loss of Statutory Service	£1,960.00	£570.00	£280.00	£40.00	£890.00
<b>Total</b>	<b>£44,699.13</b>	<b>£12,229.47</b>	<b>£7,994.52</b>	<b>£9,357.00</b>	<b>£29,580.99</b>

<i>April</i>	<i>May</i>	<i>June</i>	Total
<b>Stage 2</b>			
£1,700.00	£1,310.00	£2,930.00	£5,940.00
£460.00	£856.14	£434.00	£1,750.14
£1,640.00	£935.00	£2,170.00	£4,745.00
£200.00	£0.00	£0.00	£200.00
£110.00	£50.00	£50.00	£210.00
£636.00	£513.00	£944.00	£2,093.00
£0.00	£0.00	£0.00	£0.00
£140.00	£40.00	£0.00	£180.00
<b>£4,886.00</b>	<b>£3,704.14</b>	<b>£6,528.00</b>	<b>£15,118.14</b>

### **MP and Cllr Enquiries**

62 MP and Councillor enquiries were received in this quarter, compared to 73 received in Q4 2020/21. Of the cases received in this quarter, 53 of which were closed on time which is 85%. Last quarter we received 16% more enquires yet sent 100% of responses on time.

The reasons for the enquiries going late relied mainly on lack of responses from the teams involved in arranging the response, and something we are working on resolving by engaging with the teams earlier into the process and offering assistance where necessary.

Total Received Broke Down by Dept - Q4	Enquiries Received	% (Enquiries)	No. on Time	No. Closed	% On Time
Central Complaints Team	7	11.3%	7	5	100.0%
Construction & Regeneration	2	3.2%	2	2	100.0%
Energy Project	1	1.6%	1	1	100.0%
Estates Services	1	1.6%	1	1	100.0%
Fire Safety	1	1.6%	1	1	100.0%
Income - London	2	3.2%	2	2	100.0%
Income - Hertford	1	1.6%	1	1	100.0%
Leasehold Services	2	3.2%	2	3	100.0%
Neighbourhood - Hertford	6	9.7%	5	6	83.3%
Neighbourhood - London	17	27.4%	17	17	100.0%
Older Persons	3	4.8%	3	3	100.0%
Planned Works, M & E	3	4.8%	1	5	33.3%
Resident Engagement	1	1.6%	1	1	100.0%
Responsive Repairs	12	19.4%	9	16	75.0%
Voids & Lettings - London	3	4.8%	0	3	0.0%
SW9	0	0.0%	N/A	1	N/A
<b>Total</b>	<b>62</b>	<b>69.4%</b>	<b>53</b>	<b>67</b>	<b>85.5%</b>

### **Housing Ombudsman activity and Decisions**

12 information requests for formal investigations were received in the last quarter (Q1 2022/2023). This is 3 more than the last quarter (Q4 2021/2022), where we received 9.

Out of the 9 determinations received in the quarter as some had multiple determinations, there were 12 decisions in total. These were made up of 3 outright maladministration determinations and 3 Service Failure, which is classified as a lower form of maladministration and therefore further improvements are required. The rest were either reasonable redress or no maladministration determinations. The full breakdown on each determination is below. A summary of each is below.

#### **Ombudsman Determination: Maladministration**

The maladministration was based around the delays in completing repairs to the resident's door and windows. They felt that we did not offer adequate support to the residents which they felt was clearly needed given that the residents had reported they were using cushions and other items to cover the windows. In their investigation, they have also commented around our record keeping for repairs, particularly in this case where there are differences of opinion around attendance and the works carried out.

### **Ombudsman Determination: Maladministration**

The background of the complaint was a leak coming from behind the Leaseholders bathroom. Resident provided their report from a plumber believing the leak was not their responsibility as it was on the soil stack pipe, so it would be a communal issue.

SW9 along with their technical team stated that this was incorrect and showed detailed diagrams of why it was not their responsibility. Resident was asking for further investigations to take place but this was refused by SW9 throughout the complaint process. It was only after legal action was threatened by SW9 that if resident didn't complete works we would and charge them back, that further investigations were looked into, and although SW9 were correct it was not their responsibility, it was also not the residents and was from their neighbour above, another Leaseholder who had to complete the repair.

Although during the Ombudsman formal enquiry and evidence being supplied, we offered £378 in compensation this was refused by the resident and the Ombudsman determined we did fail and issued a maladministration. Their reasons as below:

*The Ombudsman understands that it can sometimes be challenging to identify the cause of a leak. However, in this case it is not clear why the landlord was unable to identify the leak significantly earlier. It does not appear to have required extensive investigation. The Ombudsman considers that the landlord failed to take sufficient steps to adequately engage with and consider the information provided by the resident about the source of the leak. At times the landlord was unnecessarily combative in tone which was not constructive. Whilst the landlord recognised some failings and made an offer of redress, this did not fully recognise the extent and cumulative impact of the failings,*

They have ordered we pay the resident £600 in total for distress and inconvenience.

### **Ombudsman Détermination: Maladministration & Service Failure**

*We have appealed this decision, and this is currently under review.*

It has taken The Ombudsman nearly a year to come to a determination on this case. The background of this complaints is about a leak coming into the residents living room located above their balcony doors, it had been ongoing for years, but for the purpose of this complaint the scope of investigation was from June 2020 to February 2021. The leak was coming from the property above, but our investigations were not conclusive into the cause of the leak, or had any repairs resolved the issue that had been completed. We have received the determination as follows:

Handling of the leak: Maladministration

Their reasons were although we took steps to investigate the cause of the leak we unreasonably delayed with providing repairs and those that we did provide during the complaints process did not address the water ingress into the resident's flat.

They changed our compensation impacts from, Delay (low to medium), Distress (low to medium) and time and trouble (medium to high).

On reflection we agreed that the higher tariffs are reasonable, noting that the Ombudsman could have considered awarding at High impact tariff.

Complaint handling not raising stage 1 early enough: Service Failure

The reason for this was the resident's 24 November 2020 communication to us met the definition of a complaint and therefore it was reasonable to expect us to have logged this as a complaint and provided a stage one response within our 10 working days timescale. Our response dated 31 December 2020 indicates we did not follow our policy in this regard.

We have disputed this determination as there is no evidence this letter dated 24/11/2020 was actually sent to us or received on that date, and even if correct there was only a two week delay from when they received their repose to when he should've done. Currently the Ombudsman have advised us the resident cannot provide evidence of this letter being sent, and they have accepted it for review.

#### **Ombudsman Determination: No Maladministration**

The complaint is about our response to the resident's report of repairs required to the roof of the property. The Ombudsman considered this outside of their jurisdiction.

Repairs required to the window and front door, and the level of compensation awarded in respect of the repairs. The Ombudsman determined there was maladministration in respect of the landlord's handling of the window and door repairs.

The Ombudsman determined that we acknowledged the service failure in respect of the door and the window repairs but failed to adequately compensate the resident for the extensive and additional delay in the repair being completed. This was aggravated by the particular consequences of having an insecure front door and the lack of a window given the health problems declared by the residents.

#### **Ombudsman Determination: No Maladministration & No Maladministration**

The complaint concerned how we responded to the resident's request to replace a fence, and delays in replacing the windows in the property as part of a planned maintenance programme.

The Ombudsman Determination found no maladministration on two counts. No other comments or feedback/suggestions to note.

There are three issues raised with the Ombudsman (by resident) that could not be looked at by them due to the fact said issues did not form part of the resident's original complaint. HOS

has informed resident to contact us regarding these issues if they consider it necessary. We will hold fire on taking any further action until we have had contact from resident. (HOS has not suggested we take any action on these points).

#### **Ombudsman Determination: Reasonable Redress**

The complaint was about Network Homes response to the resident's concerns about the level of compensation offered for a missed appointment.

This one determined that we identified, investigated, and responded appropriately – including the level of compensation awarded.

No learnings identified other than ideally, we should have informed the resident that the appointment was to not go ahead in good time/before the apt was due.

#### **Ombudsman Determination: Reasonable Redress**

The complaint was regarding the residents' concerns about how we responded to their concerns of low water pressure and the condition of the water supply to the property.

We worked closely on this one with the contractor and a new pump was installed at the property which resolved the issue. The compensation was awarded due to delays in actioning this repair as the repair history showed Wates had tuned the pump off and reported it may have needed replacement, but for a few reasons this did not take place.

The Ombudsman determined we made an offer of redress to the resident in respect of how we responded to their concerns of low water pressure and the condition of the water supply to the property which, in the Ombudsman's opinion, satisfactorily resolved the complaint.

#### **Ombudsman Determination: Service Failure**

The background of the Complaint was about our handling of the resident's reports of damp at their property and of repairs required to the drainage system.

The Ombudsman determined:

While we made an offer of compensation to account for matters up until May 2021 and recognised that the matter had been "going on for too long", we failed to resolve the damp issue until September 2021 and no compensation offer was made to recognise the delay and distress over these additional months. This, coupled with our failure to adequately keep the resident updated, to manage her expectations, and to do what we said we would, meant that the compensation offer fell short in putting things right. Clarity was also sought on when the balcony works would likely take place and while we advised that this would not be until May 2021 at the earliest and agreed to provide the resident with an update every two weeks, this remained ambiguous and offered the resident no assurance that the issue was coming to an

end. The Ombudsman notes that the works did not commence on or around May 2021, but in fact still remained outstanding at the time of the determination.

We failed to act on the recommendations made by the drainage contractor, and this resulted in repeat issues being experienced. We should have been more proactive to ensure that the issue was resolved once and for all, particularly given the history.

#### **Ombudsman Determination: Service Failure**

*We have appealed this decision, and this is currently under review.*

We are querying the ombudsman's statement we did not provide evidence of repairs which we did, and whether this would have any impact or change their decision, dependant on their answer we may challenge.

The background of this Complaint related to handling of a leak in the resident's roof. Although the Ombudsman considers that amount of compensation, we awarded to be reasonable for the delay and distress caused, as it is in line with our compensation policy, the policy also has an option to make compensation payments for time and trouble. The time and trouble payment considers the length of time taken to deal with the problem and the complaint itself, the time and effort required from the resident and minor unquantifiable expenditure incurred by the resident such as the cost of telephone calls. The Ombudsman considers that the time and effort payment for this case would fall into the "major impact".

The Ombudsman awarded Time and Trouble for the same number of weeks as for what we awarded for delay and distress. This is up for review though as they determined time and trouble was major but were satisfied with our award of delay and distress which was medium.

#### **Report completed by**

James Mahaffy, Central Complaints Manager and Adam Tolhurst, Central Complaints Officer