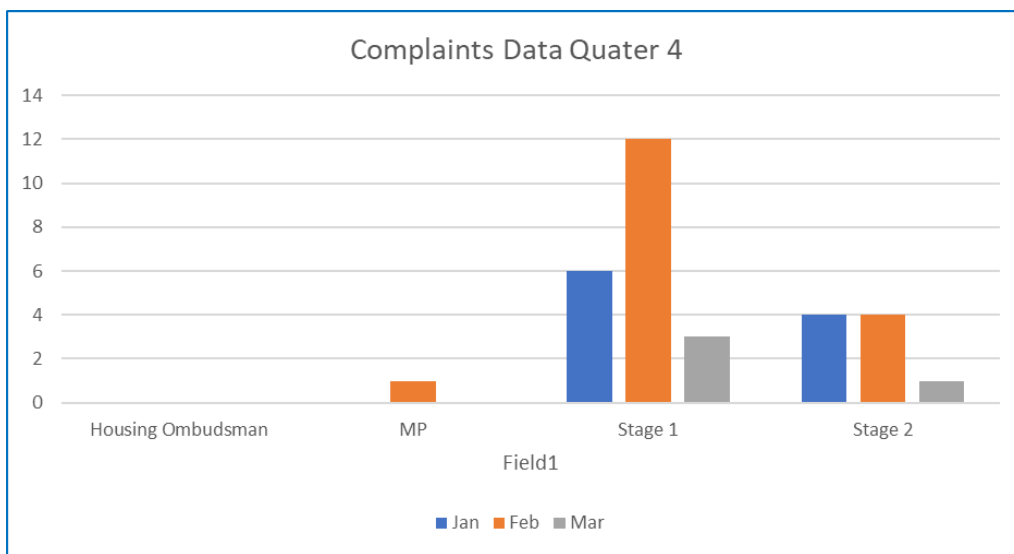


SW9 Community Housing
Complaints Report
Quarter 4: January to March 2024

During Quarter 4, SW9 received 30 complaints in total. This included 21 Stage-1 complaints, and 9 Stage-2 complaint escalations. SW9 also received one MP enquiry. All complaints and enquiries received were dealt with within the policy timelines. No Housing Ombudsman cases were raised during this time.

A breakdown of these complaints is set out in the chart below.

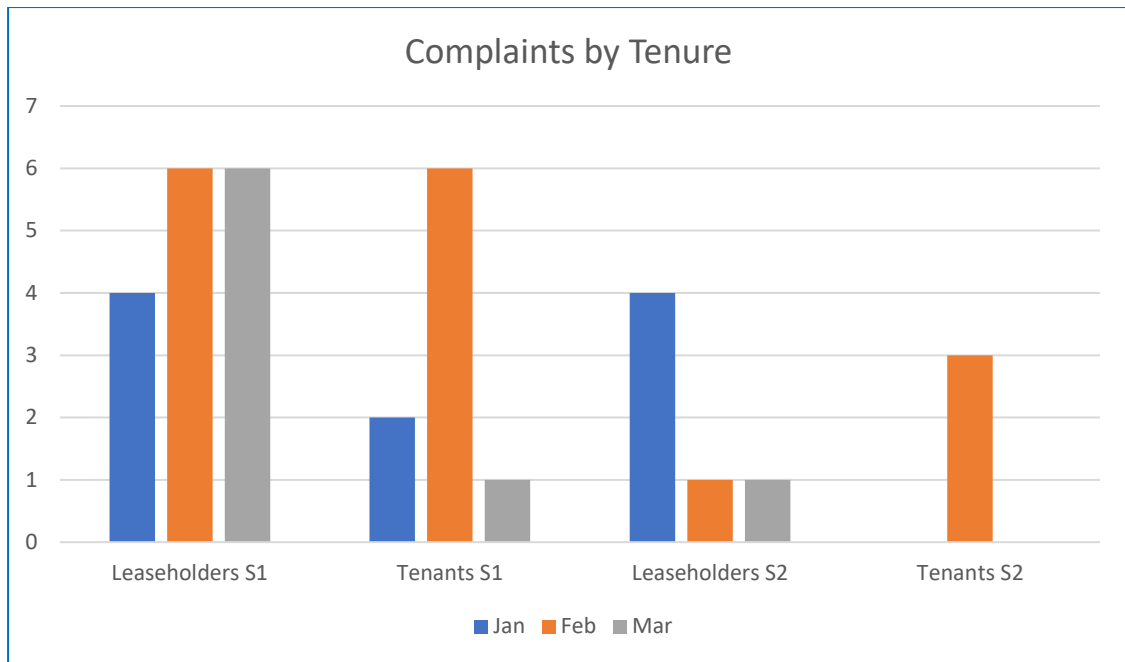


Colleagues in relevant service teams ensure that all complainant-residents are kept informed and that timely actions are taken to rectify complaints.

When analysing complaints by tenure type, there are 12 leaseholders and 9 tenants who raised Stage-1 complaints. February was the month with the highest number of complaints.

Topics of dissatisfaction in February were varied, and included:

- Staff conduct (SW9 and Contractor conduct)
- Phone system
- Communal cleaning
- Lack of communication
- Parking
- Hot water and heating
- Service Charges
- ASB – noise nuisance / illegal HMO



In terms of trends within the complaints received, the following points have been noted:

- Leaseholders continue to collaborate and draw attention to issues, for example complaints about utility charges.
- Leaseholders continue to challenge SW9 with service charge enquiries, where they often will request to see evidence of works carried out including reviewing invoices.
- Complaints about cleaning have increased during the quarter under review as have instances of concern over staff conduct.

Lessons Learned

Record keeping at SW9 is not as efficient and comprehensive as it should be. Training has been provided to all staff to on the internal database with further face to face sessions to take place. The Executive Director continues to emphasise to the wider team the importance of record keeping and reminding everyone that not only is this a Housing Ombudsman requirement, but it is best practice.

Complainants also speak of having to “chase” SW9 for updates. Customer Services training has been provided to all staff. All staff are expected to demonstrate HEART values and behaviours, in line with our Customer Service Promise.

The Property Services Manager continues to work with SNG to address the ongoing loss of heating and hot water issues. This is a cause of significant concern to leaseholders.

Housing Ombudsman Determinations

In Q4 SW9 received two Housing Ombudsman determinations.

From the two determinations received there were 8 decisions in total. These were made up of:

- 4 maladministration
- 1 service failure
- 3 severe maladministration

Although SW9 take all complaint cases very seriously, the Housing Ombudsman determinations are given additional prominence for learning from the case and for putting in place prevention measures.

A cross-team lessons learned meeting is to take place which will discuss all determinations received and put in place an action plan of learning experiences and ways to improve services.

In regard to the two determinations received in Q4, SW9 have satisfied all orders and recommendations and have provided regular updates to the residents and our parent company, Sovereign Network Group (SNG).

Snapshot of orders and recommendations include:

- Compensation.
- Apology letter from Executive Director to residents.
- Improve internal record keeping.
- Provide repairs investigation reports to residents.
- Provide schedule of works.

In addition, the Executive Director and a Board member met with one set of the residents. In the 'severe maladministration' case, the Executive Director accompanied by a member of the senior management team from SNG, met the relevant resident concerned.