

Appendix A - Complaint Learning April 2020 to November 2021

Listed below is the anonymised learning from informal and formal complaints as well as compensation requests. Not all complaints are included below as not every complaint is upheld or has anything specific we can learn from.

Date	Stage & Outcome	Complaint Summary	Learning.
April 2020	Stage 1 Upheld	Biomass not working correct	Performance issues with contractor identified via multiple complaints – retendered contract and new contractor in place.
April 2020	Stage 1 upheld	Payment of an invoice for joint sewage tank delayed	Payment delayed internally; procedure now in place to ensure it is authorised efficiently.
May 2020	Stage 1 upheld. Compensation for damage.	Damage from operative using angle grinder inside property to remove back boiler.	Training undertaken with operatives regarding appropriate tools to use, and safety precautions to protect customer homes.
May 2020	Stage 1 Not upheld	Tv aerial not working upon moving into property on Mutual exchange	Provide tenancy handbook when a new tenant comes in from a different Housing Association so that they understand what is expected of them & what NDH are responsible for.
May 2020	Stage 0	Alarm service called the family of a deceased customer in error.	Details had not been updated on system when alarm moved to a new customer. Full audit on data carried out, and procedure in place to ensure details kept updated.
August 2020	Stage 1 Upheld	OOH call handler would not send operative to make safe broken window without crime number.	Call handler did not follow procedure correctly; training provided to all OOH call handlers.
September 2020	Stage 1 Partially Upheld	Scaffolding erected without permission of neighbour who is private owner.	New form to ensure that tenants & neighbours (incl private owners) are informed & agree to the planned works implemented.

September 2020	Stage 1 Partially Upheld	Lift in scheme took a long time to fix during defect period as developer & contractor could not agree on responsibility for repair.	Review future contracts between developers and contractors in the snagging/hand over period to ensure we can have issues resolved quickly.
September 2020	Stage 1 Partially Upheld	Five attempts taken to fix guttering.	H2H to look at these reasons & ongoing training for staff. Demonstrates the importance of the Works Auditor who raised these issues.
October 2020	Stage 1 upheld	Engineer not in attendance for biomass chimney sweep – so could not be carried out.	Optimum have changed their procedures. An engineer will be present at all Sweep visits as part of the service.
October 2020	Stage 1 upheld	After water through wall, operatives did not clear up properly.	Training for those who attended to ensure home and repair carried out and left correctly.
November 2020	Stage 1 upheld	Permission request took unreasonably long time & no communication to customer.	Staff training given to understand the necessity for communication between NDH & customer.
December 2020	Stage 1 upheld	New Build - lack of repairs to door & flooring. NDH state issues with getting developer to co-operate.	Even though we may have legal wrangles with a contractor/developer this should not get in the way of repairs (especially if H&S is a concern). Ensure repair takes precedence in future.
January 2021	Stage 0	Operatives turned up without warning.	H2H will ensure changes to procedure - text message or phone customer before turning up. (ad-hoc appointments – this was a roof repair that was on-going & operatives just turned up when they were able to)
January 2021	Stage 1 upheld	Customers not understanding how to use biomass system.	The tenants moved in via Mutual Exchange and it is unlikely that they were shown how to use the Biomass system when they moved in. We have heating instructions on our website, but in future there will be a process in place for our new tenants (via ME, DHC, Decant etc) to be personally shown how to these different systems. This was discussed at Optimum contract meeting & agreed NDH would pay for an engineer to

			attend when a new tenant moves in to show how the system works.
January 2021	Stage 1 upheld	Defects in new build not resolved.	We currently have no sight/history of the reports of the defects & also if & when these were completed. These will in future be added to repairs system so can be seen by all staff and tracked to completion.
March 2021	Various Stage 0	Customers request we review working on rent letters especially service charge headings for clarity	Head of Customer & Housing Services to review and agree with involved customers before sending out March 2022 rent letters.
April 2021	Compensation request £600.00 given.	Problem ongoing since 2017. NDH carried out excavation work in 2017 and customer continued to put rubbish against her side of the fence. Fence eventually failed and had to be replaced by private owner. She asked for compensation for new fence.	As we were aware of previous problems with customer leaving rubbish by fence, we should have inspected the garden periodically.
June 2021	Stage 0	Complained about the length of time that the scaffolding was in place. Disturbed that they had lost their view but also they had security concerns about burglary.	<ul style="list-style-type: none"> • Clear explanation prior to work starting about duration of scaffolding being there. • If there are delays, notify the residents and make them feel informed. (manage customer expectations.) • Consider their concerns and address if possible.
June 2021	Stage 0	Customer took the day off to be in for a kitchen and bathroom survey, but no one arrived for the appointment which was between 12 and 2pm.	Wrong date accidentally given to customer.
June 2021	Stage 1- Not upheld.	During lockdown and beyond, complainant believes that we were unable to provide support services	Due to the lack of clarity with pandemic and unique situation of support customer, we could have reminded the family regularly that the calls could continue but they would still be

	Stage 2 – Not upheld Goodwill 50% refund.	to his mother. We continued to speak with a family member and family didn't cancel the DD until December 2020. He believes his mother is entitled to a refund of £216.	chargeable.
July 2021	Stage 0	Operative from one of our contractors was behaving strangely in a customer's home. She didn't feel safe.	No actual learning here, but we did follow up with the contractor and we sent another operative to check that the work had been carried out correctly. We offered the presence of a female officer for the replacement appointment but customer didn't feel that it was necessary.
July 2021	Stage1 - Not upheld.	Wanted to complain about conduct of the Customer Service Advisor during his telephone call when he was requesting a repair. He also asked for a recording of the call.	<ul style="list-style-type: none"> • Look at the process of how we deal with this type of enquiry. Should it be dealt with by CCT or passed to the Response Repair team. • Ensure that where possible, calls are recorded.
July 2021	Stage 1 - Partially upheld	Reported neighbours behaviour to us and was told that a Neighbourhood Officer would respond within a few days but this didn't happen. Spoke to Neighbourhoods again asking for specific Officer and was told that she was out of the office but we would email her and ask her to phone customer after 3 pm. No callback by 4:50pm so called again and was told that Officer was in a	<ul style="list-style-type: none"> • Ensure that we do contact customers when we have promised that we would. • Person who made the promise should be responsible for updating customer if colleague is not available.

		<p>meeting until she finished work at 5pm, so Officer would phone her the following week. Customer doesn't believe that this is consistent with the info on our website saying that teams who work in the community ensure that issues are resolved quickly, without disruption and offer great support. Wanted to make a formal complaint about NDH's lack of understanding and action regarding her neighbours.</p>	
July 2021	<p>Stage 1- Not upheld.</p> <p>Stage 2 - Awaiting response.</p>	<p>Customer had heating system installed. Had items stored in loft. Following the installation, he claims that his items have been damaged by contractors. Wanted to claim a total of £1500.00:</p> <ol style="list-style-type: none"> 1. £100.00 towards the cost of hiring someone to get his items out of the loft. 2. £200.00 contribution towards cost of replacing items that could be replaced. 3. £500.00 compensation for distress and heartbreak with damage caused to at least 2 wedding decorations. 4. £200.00 as compensation for 	<ul style="list-style-type: none"> • Page 4 of Pre Start Survey form question: Is loft clear yes/no. Should have more clarification i.e.: Inspected by surveyor or confirmed by customer alternatively, a ruling that the Surveyor must always check the loft. • Contractors and operatives need to abide by tenancy agreement terms • Review agreement terms to ensure it is very clear that items should not be stored in lofts.

		<p>complete lack of care by our contractors in the handling of possessions.</p> <p>5. £500.00 compensation for the complete lack of customer care displayed by contractors at the time and for their refusal to even attempt to honour the level of responsibility that they offered at the time.</p>	
Aug 2021	Logged as stage 1, then stage 0 then a generic complaint	Customer asked for a repair to her outside tap. We do not install or grant permission for outside taps. Tap was there when she moved in following a mutual exchange. We are unable to prove that the tap wasn't isolated before she moved in, so in this particular instance, we will repair the tap.	<ul style="list-style-type: none"> • When the safety inspection is completed on a mutual exchange, perhaps we could also take 'inventory' type internal and external photos. • Ensure that anything that doesn't comply with our policies is removed/isolated etc at time of safety inspection.
Aug 2021	Stage 0 £50.00 given.	Snapped key off in garage lock. Paid for locksmith himself and then asked if possible to be reimbursed. He was told that it wasn't possible and accepted it. He was then called and told that he had been given the wrong information and that he could make a complaint.	<ul style="list-style-type: none"> • Ensure that CCT have the correct and most up to date information to give out. If they are unsure ask the customer to hold while they speak with a supervisor. • Review policies to ensure that areas of responsibility are clearly stated, hopefully making customers more aware of these policies.
Aug 2021	Stage 0 £300.00	Customer cleared the ivy which came from neighbour's garden until he had an injury in 2002, which	<ul style="list-style-type: none"> • Make terms clearer for customers; don't just assume that they will know that for example – soft furnishings shouldn't be stored in a single skinned building.

	given.	stopped him from being able to do it. Five years ago Customer reported the problem of neighbour's ivy damaging his outhouse. Reported again this year as items stored in outhouse had been damaged and had to be destroyed. Surveyor went out in April reported that outhouse had failed in multiple areas due to ivy. No further action was taken. A letter of complaint was sent in May and we didn't respond. Complaint letter was raised again in August.	<ul style="list-style-type: none"> Once all cases are in Cx, we shouldn't be able to miss them as it will be a conscious decision to close the communication or case.
Aug 2021	Stage 1. Not upheld.	Complained because we had added an alert on Cx. She felt that we had not listened to her issues with her neighbours and we were very unhelpful. She also wanted to deal with someone other than her Neighbourhood Officer.	Customer has mental health issues and Police involved regarding incident leading to warning. We arranged a meeting with her to try to explain the alert and also offered extra support from our Specialist Support team.
Aug 2021	Stage 0	Customer reported an attempted break in with damage to the front door lock. She had a crime reference number. H2H attended and found that there wasn't anything wrong with the lock. In this particular instance, we waived the recharge fee.	Review policies to ensure that areas of responsibility are clearly stated, hopefully making customers more aware of these policies.
Aug	Stage 0	Work to fascia boards was delayed	<ul style="list-style-type: none"> Frequent communication with customer to manage

2021		due to scaffolding being needed to go around the outhouse. Customer was very unhappy that she didn't know why the work had been delayed and didn't know a date when the work was due to recommence.	<p>their expectations re timescales etc.</p> <ul style="list-style-type: none"> • A lot of people were involved in this case and it seems that they all thought someone else was communicating with the customer. In reality, no one was communicating with her. Ensure that there is someone on every team who is responsible for updating a customer prior to and during work.
Sept 2021	Stage 0	Private owner came home to find scaffolding from one of our properties on her land and we hadn't asked for her permission.	Normal procedure is to contact neighbours for permission to enter their garden. In this case there was confusion from the photos as to whose land the scaffolding would be on and due to this, we neglected to contact the neighbour. Ensure we check if any doubt in future.
Sept 2021	Stage 1. Built in error, should have been stage 0.	Mobility scooter user. Complained that H2H vans were parked on the pavement which made it difficult for her. When complainant spoke to the operatives, they felt the operative was very dismissive.	Difficult because H2H were parking in this way to make it easier for residents to park. However, in doing so they obstructed the pavements causing problems for pedestrians. Parking requirements will be different for every job, so it needs to be constantly assessed throughout the particular job.
Sept 2021	Stage 0	Customer is moving to a new property. When NDH visited we explained that customer would need to remove all carpets from the old property and remove the two sheds in the garden. Customer was very unhappy because when they moved in the previous tenants carpets were left and some of them were threadbare. Customer had to remove these themselves. In addition, the two sheds in the garden were already there when they moved in. Customer couldn't understand why	We have a policy in place for when customers leave a property and if necessary we refer to void photos for evidence of items being present when the tenancy began. In this particular case, we didn't have any relevant void photos. We need to ensure that void photos are taken of every property (internal, external and garden.)

		the previous tenants had been allowed to leave their carpets and the two sheds and now they were being asked to remove all carpets and the sheds.	
Sept 2021	Stage 0	<p>Customer reported a broken kitchen tap and a blocked toilet separately. Two tickets were raised for the plumber. Plumber arrived to mend the tap but didn't know anything about the toilet. Plumber plunged the toilet but it didn't cure the blockage. He then started working on the taps in kitchen. Customer went out and upon returning the plumber was sat in his van. Plumber was asked if all was ok in the house and he said it was. However, the plumber had actually put a card in the door saying that he had broken the sink waste pipe and customer would need to phone office to get an appointment for it to be fixed and not to use the sink in the meantime. Customer very annoyed because plumber should have told them about the broken waste pipe face to face and it shouldn't be necessary for customer to have to make an appointment for the repair caused by the plumber. In addition, Customer phoned NDH to tell us that the toilet was still blocked and was told that they would have to wait up to 21</p>	Work with contractor to ensure all tickets are reviewed and that they should talk to customers if there is an issue or breakage.

		days.	
2021	Stage 0	Scaffolding had been on customer's home for 3 months but no work had been carried out. Scaffolding was on neighbour's drive which was causing tension. Contractor kept promising but didn't arrive. During this time the bedroom wall was getting wetter, the ceiling was getting yellower and customer was concerned that the ceiling might come down. We were unable to get a response from the contractors for a while. When they did respond they promised to be there the next morning. When they arrived they were unable to do the work as they didn't have the right tools with them. Customer had to continue to contact us to ask for assistance.	<ul style="list-style-type: none"> • We should be aware of any work taking place and should be periodically checking in with customer to ensure everything is as it should be. • If a customer contacts us to say that there are problems with a job, they shouldn't have to contact us more than once. We should be keeping in contact until the problem is resolved.
Sept 2021	Stage 0	Customer didn't want to call OOH when he was unable to get into his garage. He then 'broke in' and damaged the suspension cable and the door frame to such an extent that it was a health and safety issue. He complained that he wasn't able to use garage until repair and didn't feel that he should have to pay for the repairs.	No learning as customer knew that he shouldn't break into the garage, he should have called OOH if it was a desperate emergency or waited until normal hours.
Sept 2021	Stage 0	We issued Customer with a hazard letter regarding the aggressive pet dog. Customer felt the letter was too strong and very open to interpretation as to what an incident was. Customer	One of the problems with this was that the hazard letter on Cx doesn't have enough fields to populate and personalise. This could be reviewed to give the ability to send an email/letter which is truly applicable to the customer/ situation.

		then asked for the complaint process information which was sent. Neighbourhood Team Leader then spoke with Customer. Following this, Customer understood the hazard letter process better and didn't proceed with a complaint.	
Sept 2021	MP Letter	Customer phoned NDH to report the repairs on the 8 th September for the first time. Surveyor attended on 14 th September and tickets were raised by 16 th September, Customer chose to contact MP.	No learning. Although NDH were dealing with the issues, customer decided to contact MP.
October 2021	Stage 0	Customer complained that their storage heaters are not working properly and Customer is in £5000 debt with energy provider.	Previous tenant had declined to have gas central heating installed when offered. Customer would like to have gas central heating but we are unable to newly install it now due to environmental policy. When tenants move out perhaps we can look to see if they refused something that would be beneficial to the property, for example: central heating or a new kitchen.
October 2021	Stage 1 – Not upheld	Customer has complained about water flooding the porch and accused NDH of only doing 'make do' repairs which never last. The 'porch' isn't a porch it's an outhouse, with a drain pipe running from the roof to the floor in centre of area. We are continuing to work on resolving problem and have installed new connection pipes. Customer is happy with the work we are carrying out.	When Customers move into properties with outhouses, make sure that they are aware that they don't form part of their living area, they are only for storage.
October 2021	Stage 1 – not upheld.	Customer has no privacy in the back garden and prior to lockdown we had been discussing installing a fence.	The issue with the fence began before lockdown and was authorised this week. Notes show that we did update customer periodically. Dependant on customers' expectations, we need to

		Customer believes that NDH should have dealt with this earlier and that we have been ignoring her.	ensure that they have the most updated information possible.
October 2021	Stage 1 – not upheld.	Customer didn't like the way that call handlerspoke to her during a phone call.	We can learn from this type of complaint that sometimes the conversation can be what upsets a customer but the tone can also cause offense.
October 2021	Stage 1	Customer felt she was being laughed at by the OOH handler when she reported that there was a flood outside of her house.	No learning here. The OOH operator didn't laugh at Customer once during the lengthy call.
October 2021	EHO	Complained that neighbour's children were leaving toys on the stairs and in the communal hallways which was creating a safety issue in the building.	We were aware of this problem and had already dealt with it prior to customer contacting EHO.
October 2021	MP Letter	Complained that they had been in contact with NDH for 18 months regarding their storage heaters which do not work and each cost £5 per day to run. As they are using oil filled radiators their electricity bill over the past 18 months is over £3000. They have an inch gap in their front door, the glass panels have blown and they don't have seals around them. Humidity in the property is never below 70% and there is mould in their bedroom and kitchen. They have a pink bathroom suite which needs replacing.	No learning. Although NDH were dealing with the issues, customer decided to contact MP.
November 2021	Stage 1	Customer carried out a Mutual Exchange, moving from a fairly new home to a 1970's property. Although	Ensure that customers are aware what a Mutual Exchange involves.

		Customer had viewed the property, she believed that the condition would be greatly improved before she moved in.	
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