

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	Resolved at front line (5 days)	No of days to resolve	Escalated to Investigation (Yes/No)	Outcome - Upheld (U)/ Failure in service acknowledged	If invesigated Resolved within 20 Days (Yes/No)	No of days to resolve at investigation	Reason not resolved within timescale	Referred to Ombudsman	Service Improvement/further details
Jul	16	M	Tenant dissatisfied repairs to floors required after signing up for property were not carried out at void stage.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Discussed with contractor. Issues arising in voids to be emailed.
	17	M	Tenant dissatisfied repairs to CHP station not completed right first time.	Yes	3	No	Resolved (U)	N/A	N/A	N/A	N/A	Improvement to CHP callout procedure including Facebook and Twitter updates by on call person and information review on website to be carried out.
	18	M	Customer advised bags were dumped in drying area by contractor.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor advised to always pick up their mess and remove.
	19	M	Tenant dissatisfied over lack of notification and alternatives when CHP station down.	Yes	3	No	Resolved (U)	N/A	N/A	N/A	N/A	Improvement to CHP callout procedure including Facebook and Twitter updates by on call person and information review on website to be carried out.
Aug	20	M	Tenant's daughter dissatisfied with discussion with contractor.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor spoken to regarding the situation and reminded of our customer care standards.
	21	M/F	Owner dissatisfied with information provided in relation to common works within the block being different than that given a number of years ago.	Yes	5	No	Resolved (U)	N/A	N/A	N/A	N/A	Procedures improved since original works in 2015/2016 and now further updated regarding costs/repair ordering within factored blocks.
	22	EM	Tenant dissatisfied at tripping over items in a close and which caused injury.	Yes	4	No	Resolved	N/A	N/A	N/A	N/A	Estate Caretaker allocated to area on daily basis to monitor.
	23	M	Tenant dissatisfied that bathroom repair not completed to standard expected.	No	N/A	Yes	Resolved (U)	Yes	17	N/A	N/A	Contractor ask to remind employee responsible to leave a high quality finish for any jobs they attend on behalf of CHA.
	24	M	Tenant dissatisfied at length of time to complete repair to kitchen units.	Yes	5	No	Resolved	N/A	N/A	N/A	N/A	N/A
	25	M	Tenant dissatisfied by contractors manner.	Yes	4	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor spoken to regarding the situation and reminded of our customer care standards.
	26	M	Tenant dissatisfied by contractors manner.	Yes	3	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor spoken to regarding the situation and reminded of our customer care standards.
	27	EM	Tenant's daughter dissatisfied about progress on an estate management issue she had previously contacted us about.	Yes	4	No	Resolved	N/A	N/A	N/A	N/A	N/A
	28	M	Organisation dissatisfied CHA promoted a cost of a service without their permission.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Ensure approval from organisation received in advance of publication of their service
	29	M	Tenant dissatisfied with condition property left in after rewiring works.	No	N/A	Yes	Resolved	Yes	18	N/A	N/A	CHA to ensure extensive recording of information given to tenants at surveys including disclaimers.
	30	M	Owner dissatisfied that their chimney blockage was caused by a CHA contractor.	Yes	1	No	Resolved	N/A	N/A	N/A	N/A	N/A
Sep	31	HM	Tenant dissatisfied about CHA's rent arrears recovery process.	Yes	1	No	Resolved	N/A	N/A	N/A	N/A	N/A
	32	M	Tenant dissatisfied with CHA Power pump installation arrangements.	Yes	4	No	Resolved	N/A	N/A	N/A	N/A	N/A

Qtr Total	17		Qtr 01 July 2019 to 30 September 2019	First Stage - Average days to complete	3.00	2	(10 Upheld)	Second Stage - Average days to complete for qtr	17.50			
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Year to Date	32		YTD 01 April 2019 to 31 March 2020	First Stage - Average days to complete	3.00	4	(16 Upheld)	Second Stage - Average days to complete YTD	17.50			
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Relevant Service	Qtr Total	Qtr Upheld	YTD Total	YTD Upheld
Maintenance	13	9	24	14
Maintenance-Major Repairs	0	0	0	0
Housing Management	1	0	2	0
Finance & Admin/Corporate Services	0	0	3	1
Estate Management	2	0	2	0
Factoring	0	0	0	0
Development (Defects)	0	0	0	0
Maintenance/Factoring	1	1	1	1
Total Complaints in Quarter	17	10	32	16