

Complaints Monitoring Report Housing and Property Services

Quarter 3 2024/25 – 1 October to 31 December 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Total number of complaints received	53	50	65	79	82
Total number of complaints closed	55	50	64	72	76
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	50	91%	47	94%	60	94%	67	93%	72	95%
Number of complaints closed - Investigative	2	4%	3	6%	3	5%	3	4%	3	4%
Number of complaints closed - Escalated	3	6%	0	0%	1	2%	2	3%	1	1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	24	48%	35	75%	45	75%	44	66%	46	64%
Number of Frontline complaints partially upheld	9	18%	4	9%	5	8%	5	7%	6	8%
Number of Frontline complaints not upheld	16	32%	8	17%	10	17%	18	27%	20	28%
Number of Frontline complaints (Resolution)	1	2%	0	0%	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50%	1	33%	1	33%	1	33%	2	67%
Number of Investigative complaints partially upheld	0	0%	0	0%	2	67%	0	0%	0	0%
Number of Investigative complaints not upheld	1	50%	2	67%	0	0%	2	67%	1	33%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	N/A	N/A

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	2	67%	N/A	N/A	0	0%	1	50%	1	100%
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	1	33%	N/A	N/A	1	100%	1	50%	0	0%
Number of Escalated complaints (Resolution)	0	0%	N/A	N/A	0	0%	0	0%	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Average time in working days for a full response - Frontline	5	5	5	5	5
Average time in working days for a full response - Investigative	21	27	37	26	13
Average time in working days for a full response - Escalated	17	N/A	42	20	19

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	38	76%	38	81%	40	67%	53	79%	52	72%
Number of complaints closed within 20 working days - Investigative	0	0%	2	67%	0	0%	1	33%	3	100%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	0	0%	1	50%	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	12	24%	5	11%	16	27%	12	18%	14	19%
Number of complaints with an extension – Investigative or Escalated Investigative	3	60%	1	33%	3	75%	2	40%	1	25%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003644766	Allocations	Upheld	Carol Chambers	Ensure applicants are contacted and updated if there are going to be any delays in assessing their circumstances.
101003646834	Allocations	Upheld	Carol Chambers	Service has been made aware to ensure this is not repeated. MSP has been provided with an update.
101003646856	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are advised of any delays to work being carried out and that they are kept updated of reasons why.
101003646975	Repairs/Capital/Planned maintenance	Upheld	Mike More	Cases on lagan are going to be better scrutinised by staff going forward.
101003647045	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Better communication required between Council internal teams. Ownership of the situation should have been taken by one team. Tenant should have been kept up to date regularly on the reasons for delays which in some respects are due to the complexity of the proposed work but delays have been exacerbated by the poor communication.

101003647414	Housing Estate Management	Partially Upheld	Daniel Murray	Head of complaint one - more regular visits to take place by the EC/AHO to monitor condition of the garden at the council tenancy and action taken to resolve issues where required. Head of complaint two – N/A – advice given, advised the person will be moved on in the next couple of weeks – complainer advised this was not an issue, the issue is the rubbish around the area of the campervan. Head of complaint three - N/A – complainer has been advised to report to the CST and submit evidence.
101003650153	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that contractors who are undertaking works on Council properties take care and attention to ensure that tenant's belongings and furnishings are not damaged during the works.
101003650588	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Lack of general updating of tenant noted when there is a delay to works. Need to ensure there is specific updates provided to tenants, so they are aware of delays. Need to ensure if tenant contacts that team that a response is provided.
101003652745	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Ensure that all works raised are completed within the stated timescales and ensure that tenants are kept up to date with any delays.
101003653270	Complaint Against Staff	Partially Upheld	Mike Rollo	Ensure adjacent property owners are made aware in advance of works being carried out to shared boundary walls etc and park away from their property.
101003653489	Housing Estate Management	Upheld	Daniel Murray	Housing aware of issues and current trying to engage with the tenant re the condition of her garden, setting fire to items and no recycling her waste.
101003653800	Housing Estate Management	Upheld	Daniel Murray	EC will continue to monitor the condition of the garden and try to engage with the tenant to ensure she recycles her waste in the future and does not dump items and set fires within her garden.
101003654278	Complaint Against Staff	Upheld	Carol chambers	Contact Centre has been told to stop doing this and complainant is happy with explanation.
101003654328	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works to rectify issues reported by tenants are carried out within acceptable timescales. Improve communications
101003654893	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Head of complaint one - Tradesman to comprehensively record what they have done and highlight any follow-on actions required, as well as their urgency (in this case a pressure test). Head of complaint two – Schedulers to use Subcontractors if no available internal resource, to ensure works of this nature are carried

				out within our agreed timescales (refixing radiator should have been a priority repair).
101003655725	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	communication with tenants to keep them informed and in this case the works should have been completed much sooner, albeit there was some access issues due to the tenant's uncertainty of the works required.
101003655938	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	1) The time that the tenant was left without functioning heating and hot water is clearly unacceptable. The time taken to diagnose the issue and then instruct the replacement system was also too poor, as well as general communication from us and our Contractor. This was addressed with the Contractor concerned who has since visited and apologised. 2) communication with the tenant around reimbursement by way of a standard disturbance payment should have been made clearer when the replacement system was initiated. This has been addresses with the staff concerned.
101003657800	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Passed on to relevant department for future issues.
101003658507	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Contracts Co-ordinator and Contracts Supervisors are to ensure that all works are inspected and signed off as being up to standard.
101003660112	Repairs/Capital/Planned maintenance	Upheld	Matthew Edwards, Contracts Co-ordinator	Ensure that the Contracts Team carry out an inspection of the work following completion to ensure that all snagging issues are identified and dealt with promptly
101003663583	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Head of complaint one - Improve communications with tenants to advise them of the commencement of upgrade and installation works, ensure that all tradespersons conduct themselves in a professional manner when in people's homes, ensure that all works are completed to the standards required and that supervisors inspect and sign off on completion of the works.
101003664340	Housing Estate Management	Upheld	Cath McGowan	Member of staff has been informed to continue to visit the area in question.
101003665576	Housing Disputes	Upheld	David Munro	Head of complaint one – The Housing Service have agreed to jointly fund a further noise monitoring machine, and this increased resource will enable a quicker response.

				Head of complaint two – The tenant should have been advised to contact Hanover Housing Association to request their assistance to complete a housing application.
101003669971	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Will be part of the monthly review with Changeworks to amend the protocol for decorators, that appropriate drapes/protection should be applied not just to immediate carpets but also surrounding furniture.
101003672176	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Better communication with tenants in relation to air source heating repairs, and assistance provided quicker to ensure utility costs are covered ,as well as sufficient temporary heaters provided.
101003672251	Repairs/Capital/Planned maintenance	Upheld	Matthew Edwards, Contracts Coordinator	Staff to ensure that tenants understand the implications of the flooring disclaimer and that this is explained in full to tenants. Ensure that Disturbance Allowance payments are processed promptly.
101003672262	Repairs/Capital/Planned maintenance	Upheld	Chris Ewen, Heating and Electrical Manager	Chris advised Mrs Chalmers that her complaint would be upheld and that the tradesman would receive further Customer Care training and our Repairs Schedulers would be advised that this tradesman is not to attend any future repairs at her address. Tradesmen to be reminded of customer care protocols and how to speak to tenants, further Customer Care training to be arranged
101003672301	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Better communication with tenants particularly when there are issues with heating in the winter months. Although in this case the tenant was not left without heating, support could and should have been offered earlier to resolve the issues highlighted above.
101003672380	Repairs/Capital/Planned maintenance	Partially Upheld	Gordon Mark and Cath McGowan	1. Driver of the vehicle will go through formal disciplinary action and be reminded of the Council's driving policy. 2. Tradesmen to ensure that all works completed are up to standard and have been inspected and signed off on completion of the work.
101003672429	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	(I) This aspect of your complaint is upheld due to the time delays in identifying and rectifying repairs. (ii) This aspect of your complaint is upheld as the plumbing works were not scheduled efficiently or within a reasonable period. (iii) This aspect of your complaint is upheld; you should have received an update from the relevant department.
101003672580	Repairs/Capital/Planned maintenance	Upheld	Fiona Geddes	Contractor advised to ensure this is not repeated and works are now being completed.

101003672665	Asset Management	Upheld	Tracey McKie	Team had a period of multiple absence, which meant many cases went over SLA. A new TLA has been recently appointed who will ensure all calls are answered and followed up.
101003673349	Repairs/Capital/Planned maintenance	Upheld	Jason Petyt	The contractor has arranged to return to the address on Monday 25 November 2024 to fit this window when the weather conditions have improved. The contractors have been spoken to and have been instructed to return to Mr Smith's house to remove the shrubbery clippings which has been instructed to be done by today. Specialist contractors to be made aware to clear any rubbish etc left after work has been carried out in a property
101003673551	Repairs/Capital/Planned maintenance	Upheld	Caroline Petyt	Caroline also offered to install an outside light in the enclosed pathway as part of the works being carried out at her mothers' property
101003673627	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all repairs are dealt with within agreed timescales and that tenants are kept updated at all times.
101003673912	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	A visit has been arranged early next week to survey and arrange to fit either a radiator or a wall hung electric heater (dependant on available space).
101003674048	Repairs/Capital/Planned maintenance	Upheld	Mike More and Kim Duffy	We are going to authorise a replacement living room carpet. We are also going to replace her damaged bathroom floor covering on completion of the bathroom works. Any alterations to the waste pipework would be done in conjunction with a one-off kitchen upgrade. Better communication between housing teams to ensure damp and mould procedures are followed and tenants are communicated with effectively to resolve issues.
101003674094	Housing Estate Management	Partially Upheld	Kim Duffy	2) Estate Caretaker will continue to monitor the area.
101003674393	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure tenants are advised of and kept up to date with dates of works commencing.
101003674746	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	External agency review of systems to be carried out when this type of complaint is received. Member of staff now dedicated to the net zero project; this will ensure that tenants are better informed.
101003674768	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Cases to be dealt with and updated. Communication to be increased. TLA appointed.

101003674935	Repairs/Capital/Planned maintenance	Upheld	David Munro	Head of complaint one - A new process and procedure has been developed and put in place with a single point of contact for larger projects to ensure progress is monitored and reported timeously. Head of complaint two – The new process and procedure will provide greater visibility for larger projects which should lead to better communication with tenants. Agnes will be provided with regular updates on the progress of works that are starting soon and will be informed immediately if there are any delays.
101003675152	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure tenants are kept up to date of progress with outstanding works required and that matters are resolved to tenants' satisfaction in a prompt manner.
101003675197	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	1) The immediate measures we are currently carrying out will improve the current living conditions, however, we are aware that the wider energy efficient measures scheduled to be done in 2025 that include internal wall insulation, replacement windows and kitchen will alleviate the issues you have experienced. 2) Action plan in place. 3) Team have been reminded of providing updates. 4) Team have been reminded of providing updates.
101003676630	Repairs/Capital/Planned maintenance	Partially Upheld	Tracey McKie	See above.
101003677913	Allocations	Upheld	Fiona Coutts	Head of complaint one – When it was clear the email instructions had not been followed, a telephone call should have been made, and the applicant assisted through the process of updating original application. Team leader has spoken with admin team to ensure this does not happen again. Head of complaint two – LAGAN cases to be dealt with timeously, in line with SLA.
101003678957	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all tradesmen and sub-contractors are aware of safe storage of materials and to ensure removal of waste materials in a timely manner
101003679218	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure tenants are reassured that all electrical works completed have made the electrical systems safe for use.
101003679946	Allocations	Upheld	Fiona Coutts	Staff to timeously upload documentation/put notes on application when supporting material received, to prevent things being missed.

101003681169	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	Discussions have taken place with contractor to rectify this and to ensure this is not repeated.
101003683988	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Tradesmen have been spoken to and reminded not to leave debris behind in communal areas or stairs and to clean up any mess at the end of each day.
101003684451	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	<p>Head of complaint one – MR to review impact of PIVs installed, as concerned without other measures they may be ineffective, particularly in winter months. Aico alerts to be monitored to see if they have reduced since PIVs fitted.</p> <p>Head of complaint two - MR to check if these repairs have been formally reported, as tenant says the toilet and garage door, as well, as gutters were reported previous. Gutters were aborted as tradesman stated they would be replaced. Ensure repairs are dealt with and not deferred, as the likes of leaking gutters, faulty toilets should be prioritised and not delayed.</p> <p>Head of complaint three – the lack of communication on the extent and timing of the planned upgrades is causing concern for Ms Johnston and other residents of Pinegrove Unfortunately, Housing Officers have also despite requested received limited details of the extent of the works and are dealing with numerous complaints from tenants particularly in relation to damp and mould. I would recommend an initial letter to tenants and then maybe a drop session takes place highlighting the extent of the works being carried out, the Contractor appointed and indicative timescales. The words are instructive, therefore possible decanting may have to be considered in cases of vulnerable tenants.</p>
101003686958	Housing Disputes	Upheld	Daniel Murray	To ensure information provided to tenant is understood fully at time.
101003687754	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that telephone queries from tenants regarding letters from external contractors are followed up and tenants are reassured that the external contractors are acting on behalf of Moray Council and are genuine.
101003688120	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	<p>Our records show that following the Electrical Installation Condition Report which was carried out recently, it appears that a circuit breaker for the storage heater in the living room may not have been switched back on by the contractors who carried out the check.</p> <p>Unfortunately, this was not reported to DLO, however once we were</p>

				<p>made aware of this situation on 18 December 2024, we provided Mrs Peacock with temporary heaters and arranged for an electrician to attend in the morning of Thursday 19 December 2024. The circuit breaker has now been replaced and the electrician is going to go back to Mrs Peacock's house tomorrow (Friday 20 December 2024) to ensure that all is working as it should be.</p> <p>We apologise to Mrs Peacock that she has been left without heating as a result of this.</p>
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