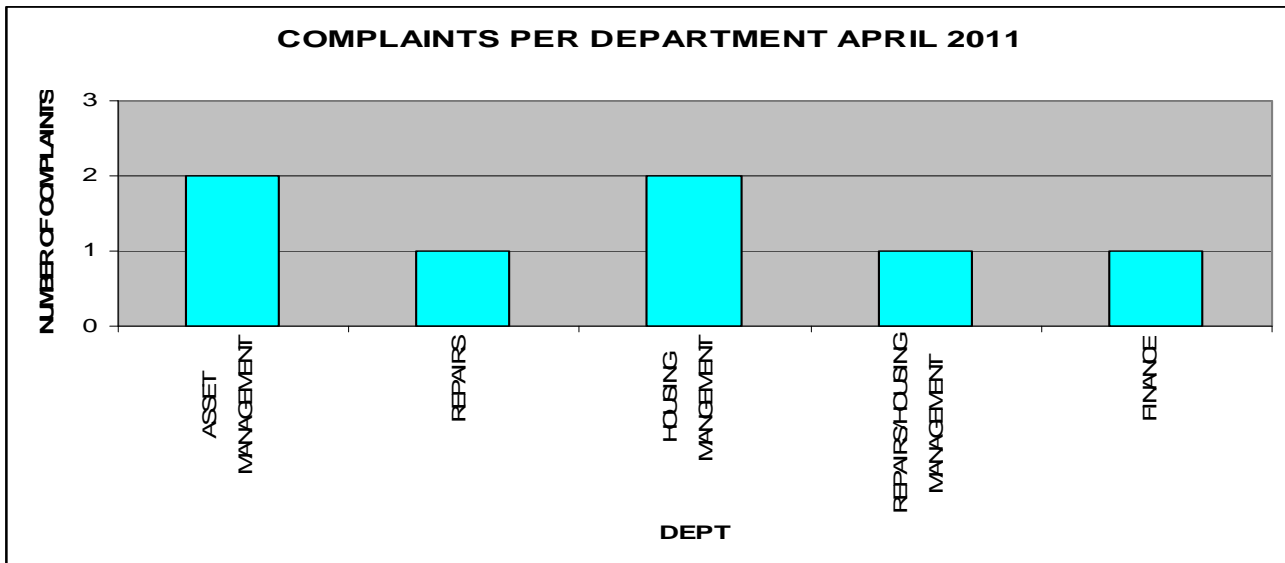


COMPLAINTS SUMMARY

APRIL 2011

KPI	RESULT
Number of Complaints Received In Month	7
Number Escalated to Stage 2	0
Number Escalated to Stage 3	0
Average Time To Send 1 st Letter	5.3 days
Number of Complaints Closed	4
Number of Complaints Open due to Actions or HL	3

DEPARTMENT BREAKDOWN



TRENDS

Quality of Subcontractor WATES	1
Quality of Subcontractor S and B	1
Repair Expectations	1
ASB Handling	1
Quality of Service Overall	1
Communication	1
Dealing of Housing Management Issue	1

LESSONS LEARNT

- We need to better manage customers expectations over fencing repairs (Repairs)
How: We have now reviewed the fencing priorities and all fencing jobs will be given an appointment. Priority will be based on the nature of the work and whether it has Health and Safety issues.
- We need to ensure all potential parties affected by a flood from another property are proactively contacted (Repairs)
How: By ensuring our Tradesmen who attend out of hours call out, report back ALL follow on works and to ensure these follow on works are raised and the resident(s) kept informed.
- We need to ensure that follow on works for outside contractors are checked as completed before signing off works (Asset Management)
How: By tracking all actions on complaints spreadsheet with deadlines for actions to be completed. Request confirmation from the contractor as soon as works are completed
- Improved communication with customers on how long plastic sheeting should be left over carpets to avoid damage (Asset Management)
How: By reviewing the resident information pack to ensure there is adequate information included.