



Service	Number of complaints	Service failure	Decision making	Staff conduct	Complaint covers 2 areas	Complaint covers 3 areas
Housing	24 (38, 18, 15, 23)	20 (28, 9, 4, 11)	2 (6, 6, 8, 11)	2 (4, 3, 3, 1)	0 (0, 0, 0, 0)	0 (0, 0, 0, 0)

Complaints for Housing have come down on the whole but complaints for repairs still remain high. The above chart shows how the complaints from April to September inclusive have been divided and repair complaints are twice as high as the next highest group. They mostly consist of service failures.

Of the 10 listed for repairs these consist of a mixture of poor communication from both EDDC officers and Ian Williams and other factors including long delays, contractor activity and attitude. Please see the below table for a brief description of the complaint and the response feedback.

Complaint	Feedback following investigation
Complaint about the lack of communication in response to enquiries about damp investigations on the gable end of the property.	Ian Williams were meant to go out in January following the changeover of contractors but this did not happen due to a backlog of work. Arranged for a surveyor to attend so see what repairs needed doing and to assess the scale of the damp in the house. Further repairs were agreed.
Complaint about the workmanship of an electrician and plumber sent by Ian Williams to install a new shower. They did not use dust sheets or clean up after themselves and left shards of ceramic tile on the floor. There	Apology made for the contractors who attended and confirmed that the level of workmanship and care taken was not acceptable. Ian Williams have also privately

<p>was subsequently a leak on the shower and the plumber tried to insist the shower was defective. They thought the contractors showed a clear overwhelming lack of respect in their home and complete disregard of safety.</p>	<p>apologised. All works have since been completed.</p>
<p>Complaint that at the void and when the electrical inspection was carried out the fuse in the socket that the washing machine plugged into was not checked and there was an incorrect fuse installed. This meant that when the tenant plugged in the washing machine it broke beyond repair.</p>	<p>Ian Williams confirmed that this socket had been checked and there was a correct fuse installed but as it is not stated on the certificate it is the tenant's word against Ian Williams' electrician. On the certificate it states only 15% of sockets were checked. As we cannot categorically confirm that the correct fuse was installed we agreed as a gesture of goodwill to make a contribution towards a new washing machine.</p>
<p>Complaint that EDDC will not arrange for latex levelling screed to be applied to the lounge and bedroom flooring before the tenant has a new carpet laid.</p>	<p>We have confirmed that this is the tenant's responsibility.</p>
<p>Complaint that Ian Williams did not turn up to fix the toilet in the bathroom and that repairs staff and Ian Williams staff were rude and unhelpful when they called in for an update.</p>	<p>Works carried out recently which include a repair to the shower screen; fitting a grab-rail; installing a new plug; fitting a new toilet seat; and a replacement cistern with isolation valve. As far as we are aware, and based on the notes made by our contractor, the toilet is working, having had a temporary fix. Statement of need has been received and is now awaiting a bathroom upgrade. Until this takes place any further repairs in the bathroom will be temporary repairs only.</p>
<p>Complaint about longstanding damp issues in the property but we have carried out a survey and established that the damp and mould is caused by lifestyle and overcrowding. This is essentially not a structural issue with the property but caused by the way the tenants live in the property. AirTech survey recommends a PIV unit to be installed but as the tenant is bidding on properties to move she does not want the upheaval of the works if she is not going to be staying long-term.</p>	<p>Advised that the works need to be booked in and carried out as there is no guarantee that she will be successful in bidding on a property in the next 12 months.</p>
<p>Complaint that we installed a standard kitchen instead of an adapted kitchen which meant the tenant was not able to move back in following a stay in hospital and a nursing home whilst the works were being carried out at her flat. As she was not able to move in before lockdown in March 2020 she then</p>	<p>A decision was made by EDDC to install the standard kitchen to enable the tenant to move back in as the relatives of the tenant were pushing for this to happen as soon as possible. An OT assessment had not been carried out despite EDDC advising the tenant's family that this was necessary</p>

<p>had to spend months in the nursing home which was very stressful.</p>	<p>before an adapted kitchen would be installed. Subsequently an OT assessment was carried out in June and the kitchen and bathroom has since needed completely adapting to enable the tenant to be self-sufficient at a great cost to the council.</p>
<p>Complaint that EDDC officers have not treated the tenant fairly or with compassion with regards to the temporary accommodation and repairs to the property after the flood damage.</p>	<p>We Apologised for the issues the tenant faced with the accommodation and that their possessions whilst already damaged had been left uncovered in the back garden; and for the issues with contractors not emptying the dehumidifiers which caused a further leak. The initial temporary accommodation was limited due to what was available at the time due to the lockdown. More suitable accommodation was found for the family which they stayed in for a few weeks prior to them moving back into their home. An offer of compensation was also made for the poor communication, issues with the temporary accommodation and for the errors made with the dehumidifiers and uncovered possessions. Offer has not been accepted.</p>
<p>Complaint about the peeling paint on the facias and lean to at the back with supporting pole and EDDC and Ian Williams lack of communication; not keeping her updated and sending contractors out that don't know what they are there to do and also not completing the work to the level she expects.</p>	<p>After several visits and survey it was decided that the work, which was originally put onto a painting programme early next year for the facias, could be carried out as reactive as the complainant is frequently contacting the repairs team about it. The facias are now being over cladd along with the adjoining property as well as the lean to. The tenant is not happy with this action but it has been decided that the long term maintenance of the facias means that this approach is better. More jobs have since been reported by the tenant and when contractors are attending the tenant is questioning why they are there and then complaining about their attitude. This has now progressed to stage 2.</p>
<p>Complaint that repairs and the contractors had been contacting him by phone and in writing at his new address regarding a gas safety check for his previous address.</p>	<p>Apologised and arranged for repairs to update their system and remove his contact details for the previous address.</p>

We have since received a further 5 stage 1 complaints for repairs which are still open but a brief description of each complaint is below.

<p><b>Complaints received Since October</b></p>	<p>Feedback following investigation</p>
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<p>Further complaint received but the tenant has raised a lot of new issues regarding how the complaint has been handled and the repairs carried out and how officers have dealt with the issues she has raised.</p>	<p>Explained why some actions were taken in respect of arranging officers to be present at the property when the contractors were on site. The tenant had moved back into the property when they were supposed to still be in temporary accommodation and were questioning the contractors on site and interfering with their work. It was agreed that officers needed to be on site during the works to ensure they could proceed without hindrance. This caused some distress to the tenant who also complained that EDDC officers had been discriminatory towards them by asking them to remove the TV from the wall in the lounge. This has now progressed to stage 2.</p>
<p>Complainant reported an issue with the hot water in June but it still has not been fixed. The neighbour had a new boiler and the water tanks in the loft were removed. It seems that the tank was also removed for this property by accident and has left the tenant with no hot water or heating as the heating system cannot fill up.</p>	
<p>Tenant reported a leak at the bathroom tap but when plumber attended initially he could only do a temporary fix as a part needed ordering. This has taken some time and the leak has got worse flooded the bathroom damaging laminate and carpet flooring.</p>	
<p>Tenant has had a broken boiler since 18th October and has had to use electric heaters which are very expensive to use. She is struggling to keep up to the cost of using these and had been promised a contribution to this cost but this has not materialised.</p>	
<p>Tenant reported to us in September that night storage heater in lounge was not working. IW have been out and confirmed that it needs replacing but some weeks later, and despite numerous chaser phone calls, she is still waiting for something to be done. Property is cold and both she and husband have long term health conditions</p>	