

EDDC: Property & Asset service – Annual Complaint Overview

Project Start Date: January 2020 Project Completion Date: December 2020	Portfolio holder: Cllr Megan Armstrong Service Head: Amy Gilbert-Jeans / Jo Garfoot Officer lead with Complaints: Sophie Davies
Background: Property & Asset aim to maintain a high level of performance and improve the quality of service offered to customers, who fee that they have not received a high standard. This includes providing timely responses to complaints whilst continuing to learn and improved. Property & Asset strive to ensure we respond to customer concerns in an open and transparent way within defined timescales that has been agreed with both ourselves and our contractors. The purpose of this report is to outline the complaints and compliments that our Housing and Customer Business Improvement Manager has received January 2020 – December 2020, highlighting key themes and trends.	
Complaint Objectives: To ensure: <ul style="list-style-type: none"> - Tenants feel supported and understand how they contact us to report a complaint if they are unhappy with our service - All complaints are responded to within 2 – 8 days. - Ensure we capture and communicate changes to lessons learnt throughout the service - Ensure that our communications are always open, honest, clear, concise, simple and accessible to all. 	
Complaint Stats	
- Ian Williams January 2020 – December 2020	94 Complaints
- East Devon District Council Officers / Service January 2020 – December 2020	84 Complaints
- Planned Work Contractor Complaints January 2020 – December 2020	18 Complaints
- Liberty Gas Complaints January 2020 – December 2020	31 Complaints
- Social Media / Facebook Complaints	8 Complaints
- Airtech Complaints	3 Complaints
- Ace Complaints	2 Complaints
Primary Audiences (in order of priority): Internal Staff Senior Members	

Housing Review Board Members			
Links to priority: Meets all four council priorities			
Lessons Learnt			
<ul style="list-style-type: none"> Improvement required on all communication channels throughout Property & Asset with both contractors and residents Toolbox talks manors, safeguarding and customer interaction improvement to be discussed Identifying the operatives correct trades assigned to the job's Further training was required for the Ian Williams contract for Surveyors and Repair Advisors How to manage tenant expectations training to be progressed. 			
Who else is involved / should have sign-off or sight of complaints?			
<ul style="list-style-type: none"> Amy Gilbert-Jeans, Sophie Davies, John Golding, Jo Garfoot, Graham Baker, Cllr Armstrong 			
Complaints channel	Activity	Timescale	Officer responsible
Internal Communications on how we manage complaints in Property & Asset i.e. Team brief, staff emails,	<ul style="list-style-type: none"> Team brief – all staff Team Meetings 	Immediate affect	Sophie Davies: To send out communication to DL all staff
External Communications i.e. Magazines, public meetings/events, Intranet	<ul style="list-style-type: none"> EDDC Social Media Website Information Housing Matters magazine (housing tenants only) 	Ongoing	Sophie to write - to be checked and confirmed by Jo and Graham
Resident involvement on how we manage complaints	<ul style="list-style-type: none"> Residents association meetings Attendance at tenant Involvement Forum meetings 		Sophie Davies
Media	<ul style="list-style-type: none"> See PR activities above 		Sophie Davies and Alison Stoneman
Social Media	Twitter Facebook Instagram – graphics/photos – tbc. Information from relevant contractors / internal staff to be fed through, Possible joint media posts for increased coverage (key partners etc).	Ongoing	Sophie Davies with input from all of P&A

Contractor Meetings	Sophie to hold meetings with our contractors across Property & Asset to ensure Complaint and Compliment communication is acted upon as a priority.	Post Covid	Sophie Davies and Contract Manager
Key Risks: <ul style="list-style-type: none">• Increase of complaints as awareness of how to log them would increase• Higher demand on immediate repairs required on service			