

## HHT SERVICE IMPROVEMENT REPORT

The Stage 1 complaints received in the year related to; a street property fire alarm activated for over 24 hours, fire alarm testing procedures, a member of staff not acting on a request, roof repairs, delays to fixing a leak and several repairs carried out by Newlon. The Trust suspect that there should be more complaints logged regarding the repairs service, therefore the Trust want to raise awareness to tenants on how to make a complaint to improve our service.

As Stage 1 repairs complaints have been reported to Newlon to date, the new in-house repairs service will provide more direct control and management of repairs complaints going forward.

Two Stage 1 complaints were escalated and resolved at Stage 2 of the Trust complaints procedure. HHT received a determination letter from the Housing Ombudsman Service on a particular case which stated that the complaints were out of their jurisdiction, however recommended that we offer support to the tenant and adapt the way we communicate with the tenant as part of the Trust's EDI policy. Another issue which the Trust did not treat as a complaint as part of the unacceptable behaviour policy has been escalated to the Housing Ombudsman which they are investigating with a response due by February 2025.

	2024/25 Tenant Satisfaction Measures response	Action No	Proposed Action	Team	Time Frame
Complaints Policy	33% Satisfied	1	Feedback Survey about how the complaint has been handled to be sent to tenants upon conclusion of the complaint	Housing Management	Q1
		2	Regular analysis and learning of Complaints feedback internally and externally	LMT	Q2
		3	Complaints Handling Training to all staff	All housing and repair staff	Q2
		4	Monitor Complaint responses to meet timescales	Complaints Handler	Q1
		5	Continued development of internal complaints handling from all staff, meeting regularly to manage complaints effectively	All staff	Q1
		6	Suggest to the Tenant engagement Panel that assessing Complaints could be project to be involved in this year	Tenants	Q1
		7	Raise awareness to tenants on how to raise a complaint	Tenants	Q1
		8	Publishing annual self assessment of the Housing Ombudsman Complaints Handling Code and Publish in tenants annual report	LMT	Annual