

2023/24

Annual
Complaints
Performance
and Service
Improvement
Report

We're there for you and
your home every day



01 Introduction

1. Our aim at Oak Housing is to provide excellent service to our customers, our purpose is to provide Housing that our customers are proud to call their home no matter whether it is through the provision of temporary accommodation, affordable rental or shared ownership we will always be there to support our customers.
2. We recognise of course that sometimes we may not get everything right first time and customers may be dissatisfied with the service they have received. We will always try to put things right, learn from our mistakes and listen to our customers regardless of whether that is good or bad.
3. As a maturing organisation we are committed to viewing all complaints and feedback as a lens in to our organisation. We are clear in that we treat all customers complaints fairly, be transparent, treat them positively in a confidential way to ensure the right resolution is achieved for everyone.
4. Learning is at the heart of our service improvements and driving a culture of customer first across Oak Housing, our teams are trained in line with the complaint handling code and welcome feedback to improve.
5. Oak Housing follows the statutory code set out by the Housing Ombudsman (HOS) and this report outlines.
 - a. Our Annual Self-Assessment against the code which is published on our website.
 - b. Analysis of our complaint handling which is quantitative and qualitative based on our performance over the last 12 months.
 - c. Any non-compliance over the last 12 months.
 - d. Service improvements because of our outcomes from our complaint handling and customer resolutions.
 - e. The Member responsible for Complaints is our Board Chair Kevin Shaw, Senior Oak Housing responsible for complaints is Christopher Gunton our Chief Operating Officers with all our complaint handlers having completed the Ombudsman learning about the code.

02 Ombudsman Self-Assement

6. We have reviewed our performance against the Housing Ombudsman Complaint Handling Code which can be found at the link below.

<https://oakhousing.org/wp-content/uploads/2024/11/Oak-Housing-Appendix-A-Complaint-handling-Code-Self-Assessment-V3-signed-complete-CG.pdf>



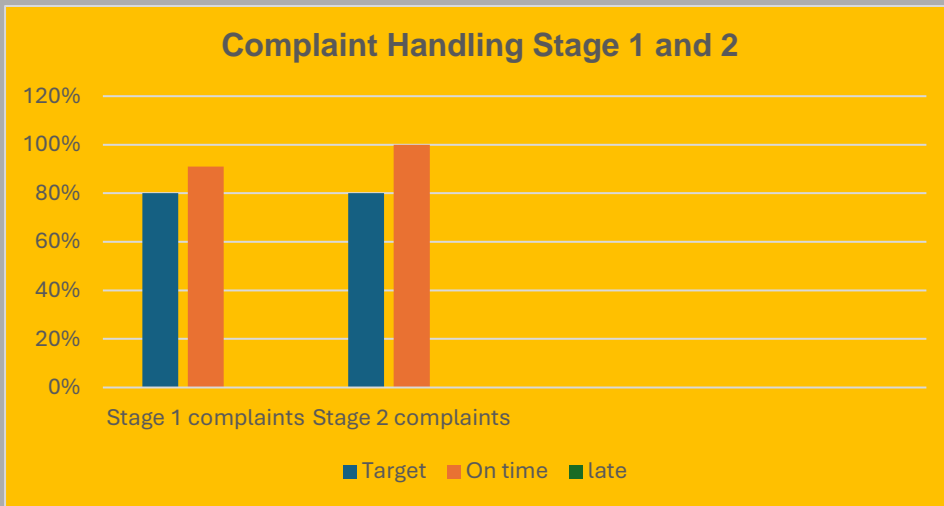
03 Complaints Received in 2023/24

7. The stage 1 and 2 complaints we received between 01 April 2023 to 31 March 2024 are in the table below, the highest volume is for repairs and shared ownership end of year defects rectification.

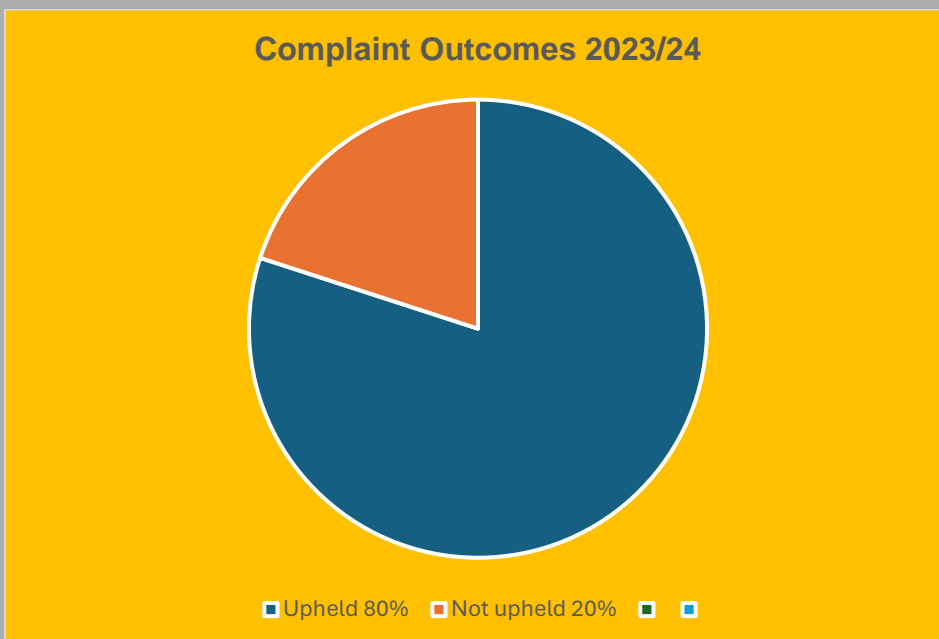
Complaint Volumes

Service Area Themes	Stage 1	Stage 2
Repairs	3	
Housing Management	0	
Customer Services	0	
New homes – end of year defect periods	2	1
Income	0	
Estate services	0	
Damp, Mould & Condensation	2	1
Total	7	2

04 – Complaint Handling Responded to within timescales and outcomes.



Complaint Outcomes



05 Non-Compliance with the Housing Ombudsman Code

8. Oak Housing was not issued with any complaint handling failure orders by the HOS.
9. During this period Oak Housing has updated our Complaint Handling Policy, customer facing website, completed out self-assessment against the code to comply with the code.



06 Service Improvement Made as a Result of Learning from Complaints

10 Our customers have fed back about the challenges of being able to cut through “red tape” Where of course we must have policies and procedures they can often cause delays and worsen an impact to a customer. The most impacted areas are when dealing with the differing responsibilities identified for shared owners living in Salisbury where there is a complex management structure and differing repairs responsibilities. This is most evident in delays to the end of year defects inspection by the developer and agent underlined by not fully understanding the defect liability period or repairs responsibilities with being a shared owner. Oak Housing has made improvements on our own website with a dedicated area for shared owners, providing greater explanation our dedicated maintenance section and in our handbook about who is responsible for what in their home whilst on the ground our Housing Officer is much more visible on site meeting customers face to face plus working in partnership with the developer to speed up reporting, resolutions and smoothing the end of year defect inspections.

11 Having published not only our damp and mould policy over this last year Oak have also made improvements to the information that is available about damp and mould on our website including a new policy and leaflet for not only our customers but also colleagues and contractors working on our behalf. Learning from the 2 cases this year and listening to feedback we have improved our handling of not only the complaint but also managing damp, mould and condensation; as a result, we are now much clearer in explaining how we categorise damp, mould and condensation and the actions associated with each category we can take as well as improving education for our customers to live well in their homes.

12 Repairs aside from paying rent is the most impactful on our customers, 68% only of our customers were satisfied with their last repair with 66% only of those being satisfied about the amount of time it took for the repair to be completed. Whilst some of those repairs were contractual as part of end of year defects (Developers responsibility) there is much more work to be done in both monitoring repair completions in line with our Repairs and Maintenance Policy and holding 3rd party suppliers to the same Key Performance Indicators. Over the next 12 to 18 months, we will be reviewing our repairs end to end process and systems to ensure we get it not just right sometimes but where we can “Right First Time” every time.

13 Following publication of this insight report and our Governing body’s response to this report Oak Housing will be fully compliant with the Complaint Handling Code.

14 This report was created by the Chief Operating Officer Oak Housing.