

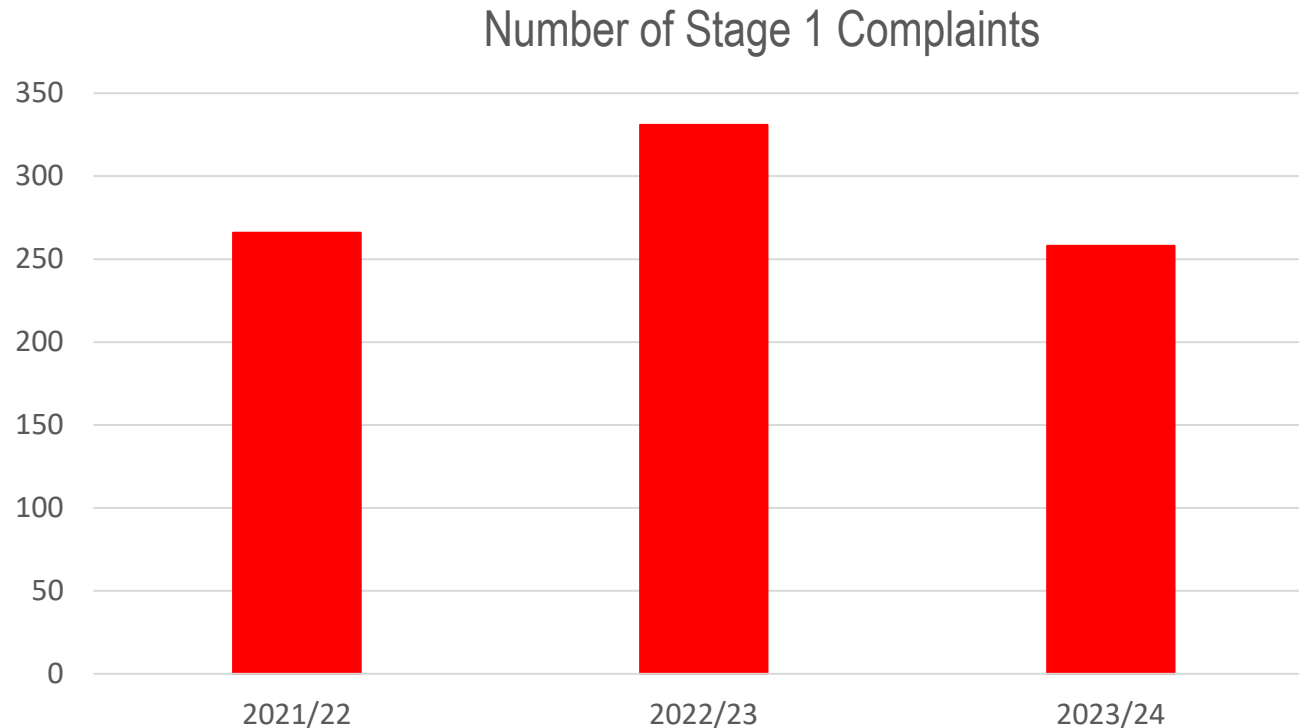
Langstane Housing
Association
Annual Report –
2023/2024



Annual Complaints Report – Stage 1

A complaint is logged every time a customer expresses dissatisfaction about something that should have happened that has not happened or complains about the quality of our services. Our target is to respond to Stage 1 Complaints as quickly as possible but within 5 working days.

In 2023/24 we received 258 Stage 1 Complaints, this is a reduction of 69 complaints from 2022/23

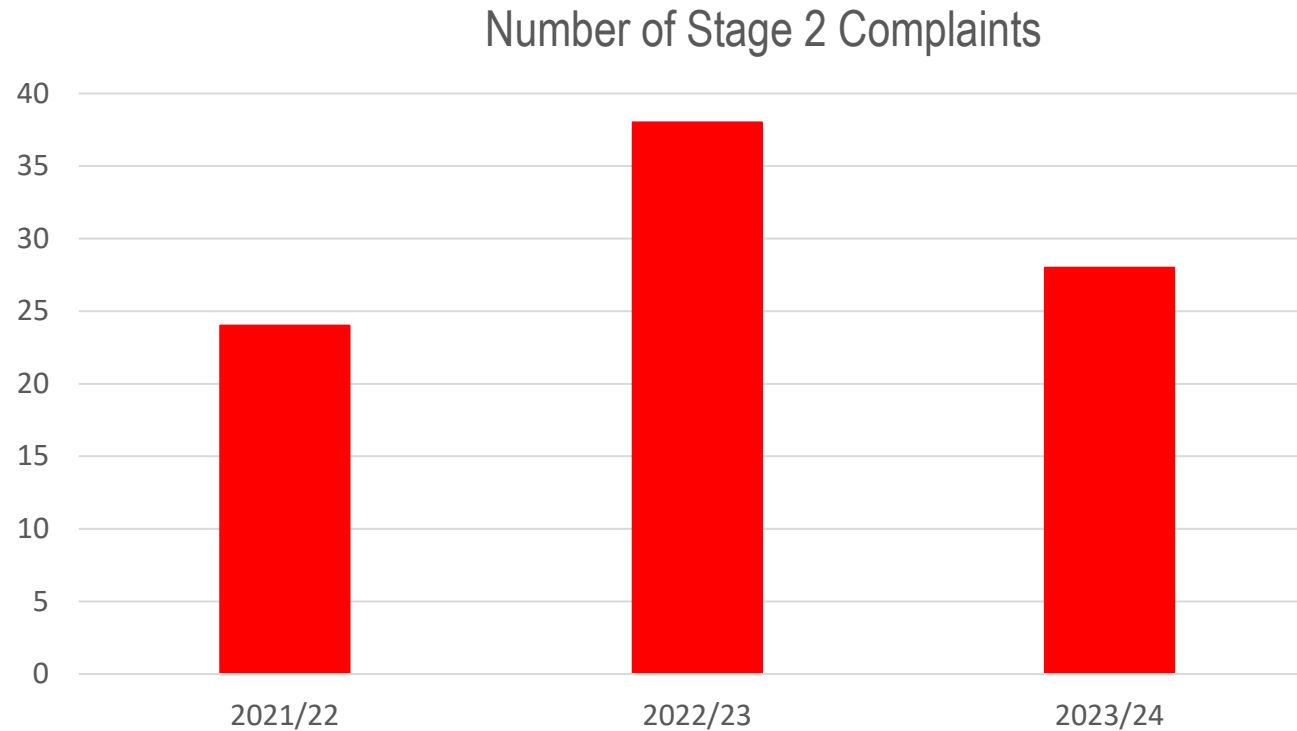


The average time to respond to a Stage 1 complaint was 5 working days which is within target.

Annual Complaints Report – Stage 2

Stage 2 complaints are logged when:

- The customer is not satisfied with the response at Stage 1
- The complaint is complex, and will take longer than 5 working days
- The matter is serious, for example involving a threat to customer safety, or criminal behavior, Stage two responses represent the full and final answer from the Association.



The average time to respond to a Stage 2 complaint was 18 working days which is within our target of 21 days.

Q2 Compliments Report

These are a selection of compliments we have received from customers in 2023-24. Our teams appreciate receiving compliments from our customers for a job well done.

"Thank you for the extremely fast resolution to my toilet flushing problem. It is now 100% better"

"thank you for everybody who's involved and working there. Today my window was replaced with a new one and plastic. That's why I'm writing to say thank you for listening to your clients, helping and repairing all the issues in the property"

"We would like to thank Langstane for everything, you have been great landlords and we will miss our flat here."

"They were extremely helpful and supportive during the call, thanks again."

"Langstane are at the "top of their game" in comparison to other housing associations in the City and he has only ever had great interactions with staff."

So happy with the service received from LHA. Especially happy with the Housing, Customer Service and Tenancy Welfare teams. He feels that LHA always has his back and that he can rely on us to look after him and his interests.

"They are an excellent housing officer and I am very happy with their service."

"I would like to thank you for the good work I received into this matter fixed in my bathroom."

"I appreciate all your help. It's been amazing for years now."

Complaints Analysis

Throughout 2023/24 there have been a number of changes to the way we handle complaints including a new housing management system being implemented and a new way of conducting complaints analysis.

Complaints are reviewed monthly by our Customer Service Manager and reported on in monthly performance meetings.

Further analysis takes place on a quarterly basis where trends and service improvements are identified, and actions tracked until completion. This quarterly analysis is reported to our Performance Committee.

Bi-annual complaint specific reviews also take place reviewing specific types of complaints to ensure that complaint handling is consistent across the organisation.

All staff are provided annual complaints refresher training.

We take all complaints against the organisation very seriously and use them as an opportunity to review our processes and procedures to make service improvements.

We also ensure that all compliments received against individual staff or wider teams are shared to ensure we celebrate our successes.