

## Repairs & Maintenance

### Number of Repairs

Demand has remained high for emergency repairs this period with our response times decreasing slightly since the previous quarter.



Urgent repairs have increased to slightly over four days with and an increase in response times from the previous quarter for routine repairs.



## Customer Satisfaction

Some quotes from our customer feedback:

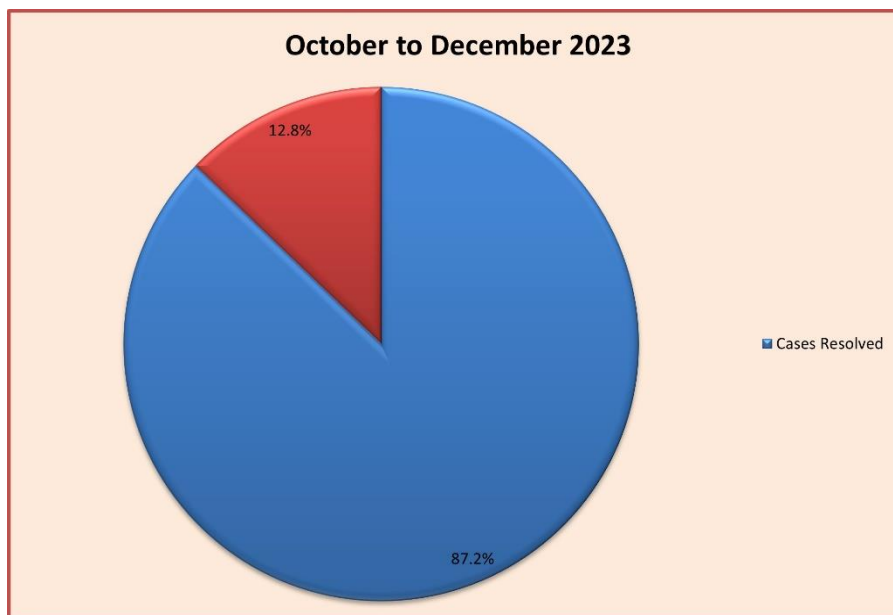
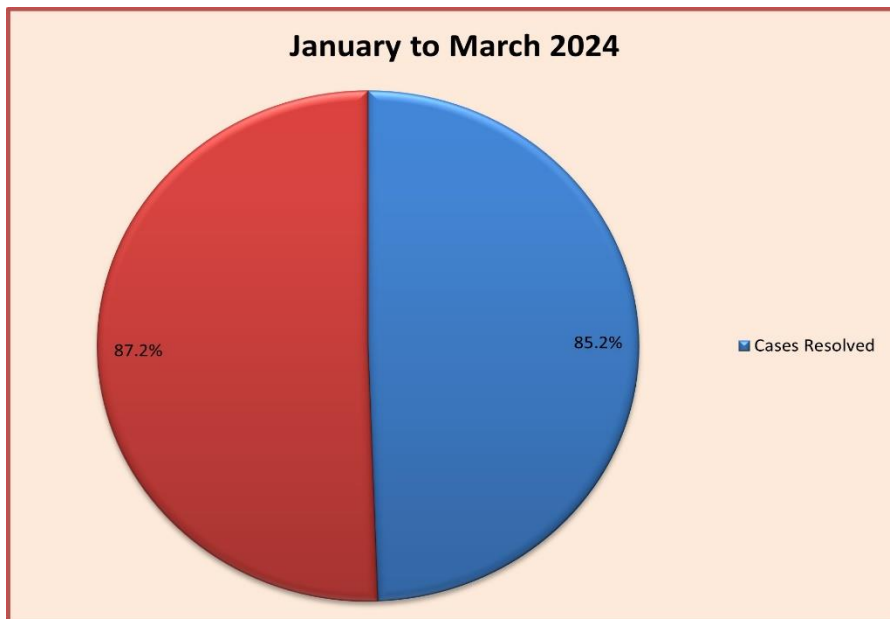
- Excellent service all round.
- Very fast repair and tidy.
- Great work and great customer service, Thank you.
- I'm very satisfied of the work which was done because everything was done very quick without any problems. Very good job done by the guys.
- I am very satisfied with the repairs that were made. They were seen to quickly and Association staff were friendly as always. Tradesman was very helpful and knew what he was doing and had a friendly attitude. Tradesman left no mess or damage.
- Quick and friendly.
- The tradesman was very efficient and had a nice manner.
- Happy with service.

If you would like to give us feedback on your experience of our Repairs and Maintenance Service, please [contact us](#).

## Your Neighbourhood

When you report antisocial behaviour we take it very seriously. We work with tenants and with partners, such as Aberdeen City Council's Antisocial Behaviour Investigation Team, to find a solution to the problem. We only take legal action as a last resort.

The reports you make of antisocial behaviour have to be resolved within agreed timescales. Of the cases you reported within the last quarter we resolved 85.2% within the period. These cases cover all types of antisocial behaviour, from minor complaints to major incidents.



## Customer Satisfaction

Some quotes from our customer feedback:

- I am very pleased with your actions. Respectable people should be able to live in your properties without dreading their neighbours. Thank you for your actions.
- No. There was no reply to my email. The feedback form is the first feedback we have had from Langstane.
- The complaint was handled in a professional manner in a reasonable amount of time.
- I would have liked to have spoken to someone or at least get a phone call. Anything would have been a start.
- The two people I spoke to listened to what I said, both were very polite throughout this complaint. I was kept informed throughout and given good advice if anything like this happens again.

If you would like to give us feedback on your experience of our Neighbourhood Complaints Service, please [contact us](#).

## Service Complaints

We want to know when you are unhappy with the service you receive from us. We investigate all complaints according to the Complaints Handling Procedure produced by the Scottish Public Services Ombudsman. This means we have a strict timescale in which we have to resolve your complaint.

## Stage 1 Complaints

In the last quarter you raised 69 Stage 1 complaints (those handled at the frontline within 5 working days). This is lower than the number of Stage 1 complaints raised in the previous quarter. We upheld (figure to be populated as soon as it's available) of the complaints.

GRAPH COMING SOON

## Stage 2 Complaints

In the same period, you raised five Stage 2 complaints (those complaints assessed by a member of our Management Team and resolved within 20 working days). We upheld (figure to be populated as soon as it's available) of those complaints.

GRAPH COMING SOON

## Customer Satisfaction

Some quotes from our customer feedback:

- As remarked in a previous complaint, all new tenants should, at interview, be warned of the penalties for antisocial behaviour, or not complying with conditions of the tenancy agreement.
- Resolving such complaints should be dependent upon the degree of antisocial behaviour, e.g. criminal damage or violence towards other tenants/visitors and should be actioned the next working day.
- The complaint was handled in a professional manner in a reasonable amount of time.

If you would like to give us feedback on your experience of our Complaints Service, please [contact us](#).