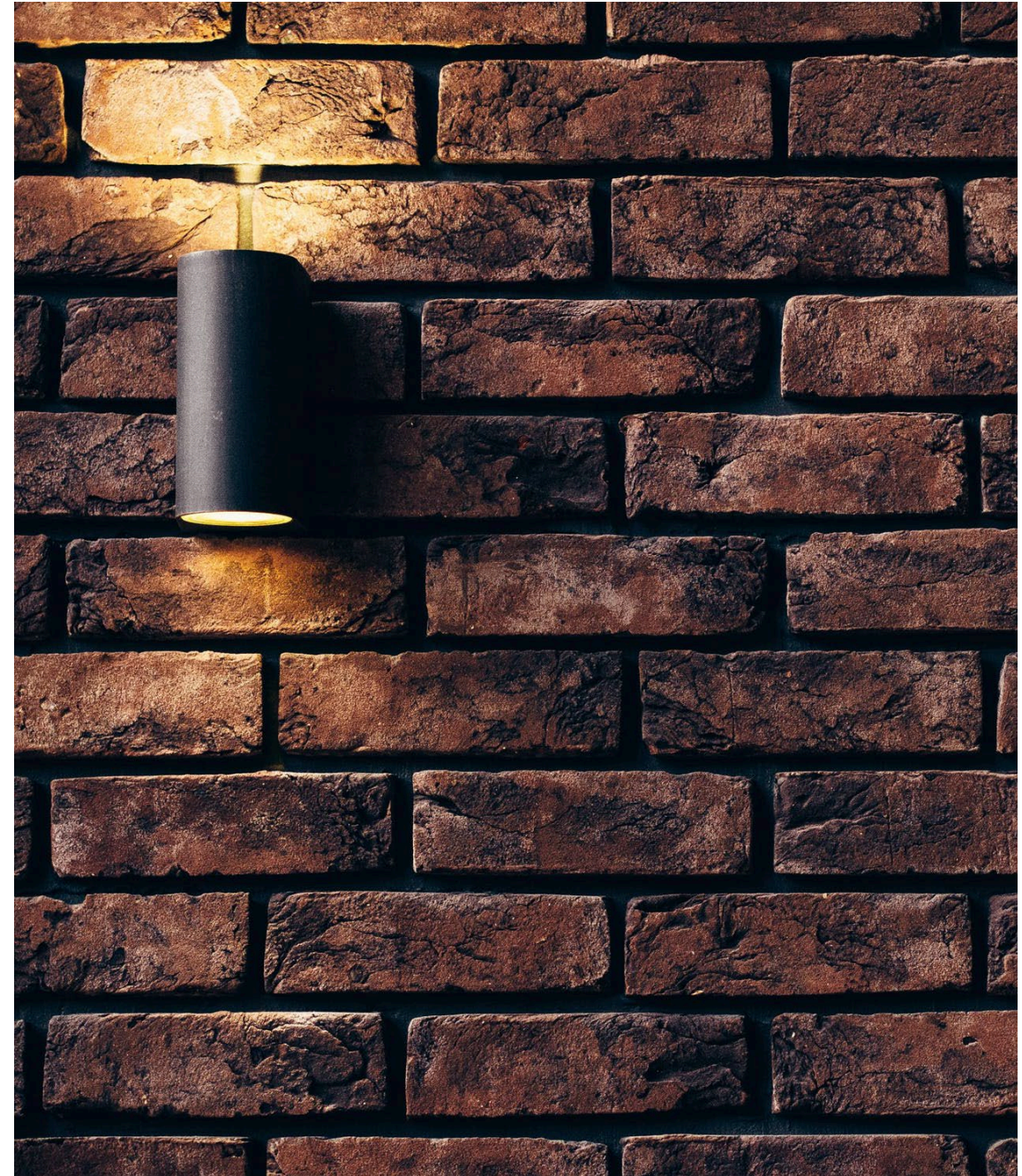


ReSI Housing

Annual Complaints Performance and Service Improvement Report

Report to 30 September 2023



Introduction

ReSI Housing adheres to the Housing Ombudsman Complaint Handling Code, ensuring compliance with their complaints handling requirements.

This includes adhering to specified timescales for responses and implementing a two-stage complaint process.

In 2023, we launched a campaign to raise awareness among our customers about our complaints policy and process.

Throughout the reporting year, we received a total of 4 complaints.

In accordance with the new Housing Ombudsman Code, we are sharing our complaint performance metrics and the insights we have gained from these complaints.

Complaints received



Stage 1:
4 complaints
(0.5% of stock)

100% of complaints
were responded
to within the
target timescales

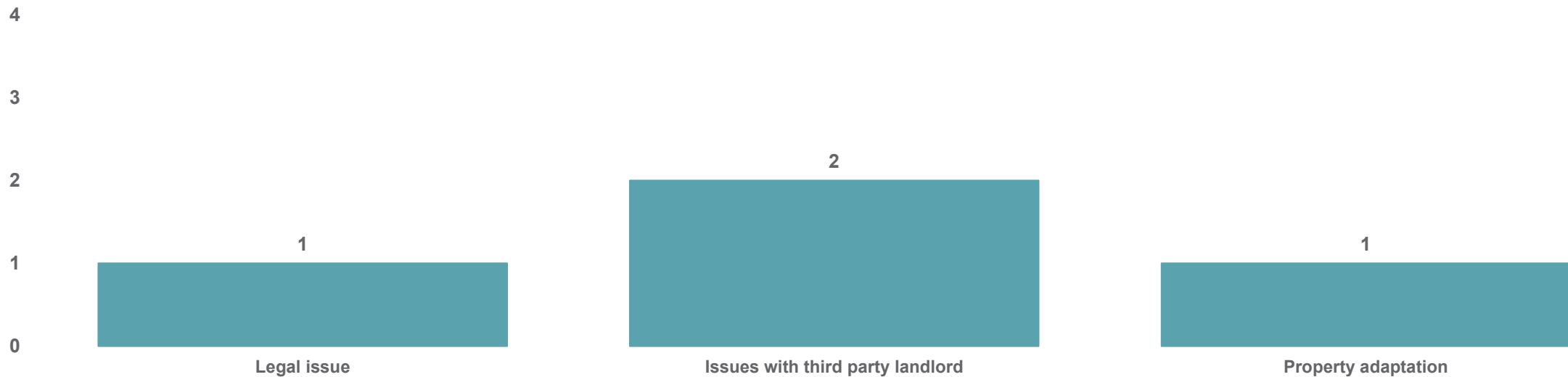
Stage 2:
2 complaints
(0.3% of stock)

Ombudsman:
1 complaint
(0.1% of stock)



Complaints by type

- Out of 4 stage 1 complaints, 1 was upheld and resolved, 2 were upheld and escalated to a third-party landlord for resolution, and 1 was not upheld.
- Out of 2 stage 2 complaints, 1 was upheld.
- The complaints were related to ineffective block/estate management by a third-party landlord/freeholder and a legal issue regarding a lease with a defective title.



Learning from complaints

Learning from complaints enables ReSI Housing to foster a positive complaint handling culture, prevent the recurrence of issues, and enhance service delivery.

The complaints reported during the year highlighted the following areas for improvement:

- **Estate/Block Management:** Customers expressed dissatisfaction with the poor management provided by a third-party landlord, particularly regarding the time taken to resolve defect repairs in the communal areas, as well as concerns about service charges. In response to these complaints, we have reached an agreement with the third-party landlord to establish a designated point of contact within their appointed property manager. This ensures that all customer queries are directed and responded to efficiently.
- **Defective Title:** A customer complained that our appointed property manager proceeded with allowing a final staircasing transaction and resale without informing the customer that the property had title restrictions. We have since appointed solicitors to work with the Council to agree on a Deed of Variation, which will enable our customers to fully staircase and sell their property on the open market. Additionally, we have implemented a process for property managers to check for any known title restrictions before customers are allowed to staircase.