

Annual complaints performance and service improvement report


Total complaints received

2,446

Increase of 1%


(compared to 2425 complaints in 22/23)

Number of complaints by stage




1,078

Quick resolution



1,167

Stage 1



201

Stage 2

Top three complaints areas



Repairs
(to your homes and communal areas)

1,025 complaints

Top themes:

- Multiple visits for same repair
- Delays with follow up appointments
- Time taken to resolve matters



Neighbourhood Services
(the local housing team)

558 complaints

Top themes:

- Dissatisfaction with handling of issues raised.
- Poor or no communication
- Staff interaction



Gas contractor

390 complaints

Top themes:

- Delays to repair
- Poor communication
- Quality of workmanship

Housing Ombudsman Service (HOS)

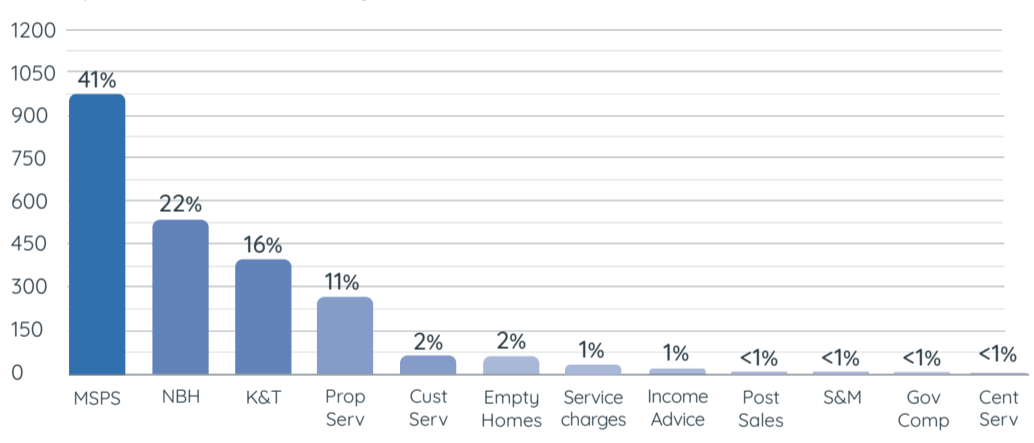
18 complaints considered for full investigation

11 completed so far

How they were determined by the HOS:

- Severe Maladministration: 3
- Maladministration: 10
- Service Failures: 11
- Reasonable redress: 10
- No Maladministration: 4
- Outside jurisdiction: 4

Complaints volumes against our teams




MSPS = Morgan Sindall Property Services NBH = Neighbourhoods K&T = K&T Heating NHCC = New Homes Customer Care S&M = Sales and Marketing

Compensation

£532,516


Average amount awarded £275 over 1680 cases

2,377 of complaints received in 2023/24 have completed the complaints process




1,070

Upheld **45%**



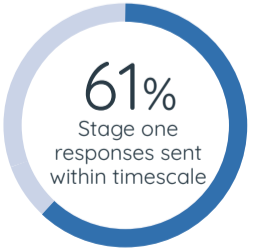
903

Partially upheld **38%**



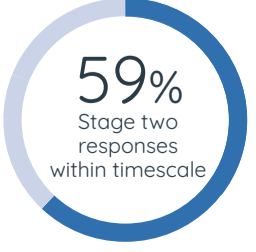
404

Not upheld **17%**



61%

Stage one responses sent within timescale



59%

Stage two responses within timescale

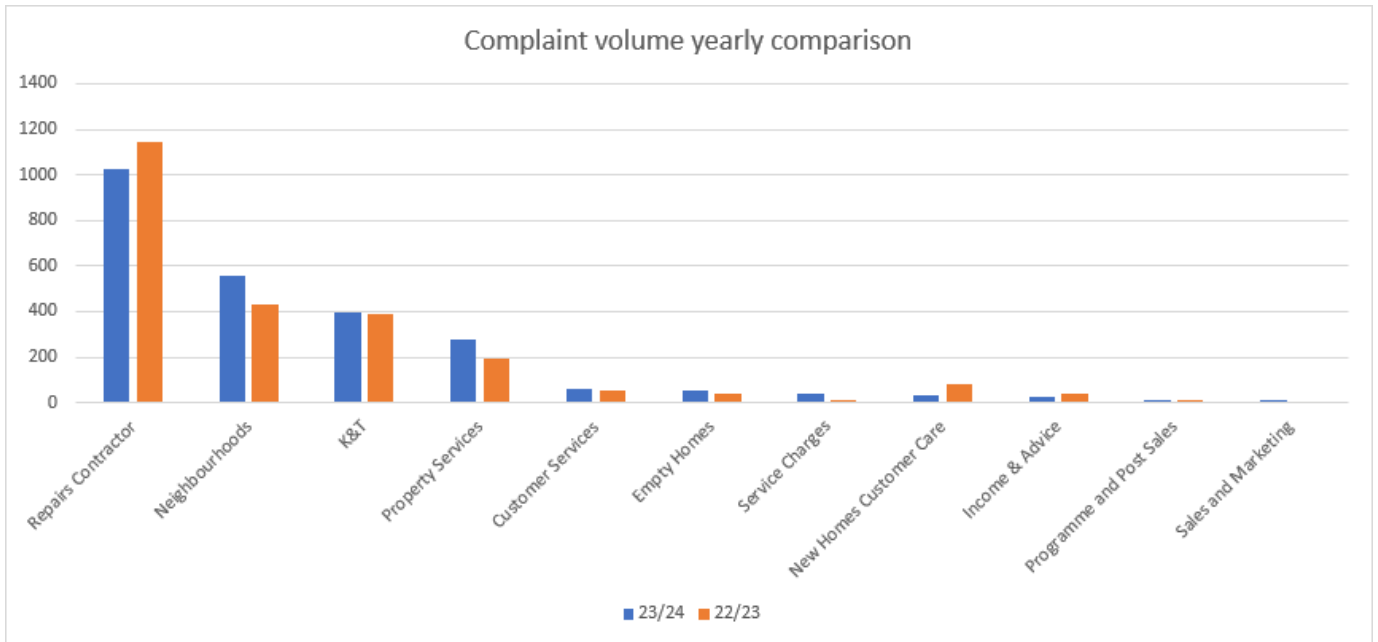
Learning and service improvements

We are better equipped to meet your needs
Using your feedback, we've worked closely with our partners to enhance the training sessions attended by our operatives, ensuring they are better equipped to meet your needs and provide you an exceptional service.

Increased daily allowance for temporary heating
We understand the impact of rising energy costs. That's why we've reviewed our compensation policy and increased the daily allowance for temporary heating claims, providing you with additional support when you need it most.

Faster home selling process
We understand that selling your home can be a time-sensitive matter. Based on your feedback, we've streamlined our processes to ensure a quicker turnaround time. Additionally, we now offer more flexibility to switch to a different buyer if any unreasonable delays occur, ensuring a smoother experience for you.

Annual complaints performance and service improvement report



Complaint volumes

- Overall, the number of complaints received in 2023/2024 increased by 1% from 2425 to 2446.
- Key areas of movement in the year:
 - Repairs complaints have reduced by 11%. These relate to the general repairs to your home and communal areas.
 - Our Property Services team manage larger complex repairs and have experienced an increase of 42%.
 - Our New Homes Customer Care team deal with our newly built homes which are still in the defects period. Complaints relating to their services have decreased by 60% from the previous year.
 - Our Neighbourhoods team manage and provide the local services. Their complaints have increased by 29% this year. We operate as three regions:
 - Kent 46%
 - London/Sussex 39%
 - Essex 28%

What are we doing? To help us learn what you, our customers, think of your home and our services we now conduct monthly Customer Satisfaction Surveys. Head to our website to find out more.

Our top themes

- The top three trade categories of complaints received against our response repairs service are:
 - Roofing 22%
 - Plumbing 20%
 - Windows and doors 14%
- The main three repair trades have been:
 - Plumbing 22%
 - Electrical 18%
 - Windows and doors 15%
- The main reasons for dissatisfaction with our Neighbourhoods team in the 2023/2024 were:
 - Time taken to resolve matters prior to making a complaint (59%)
 - Poor communication (57%)
 - Staff interaction (28%)
- The main issues frustrating customers are:
 - Anti-social behaviour
 - Cleaning and gardening failures
 - Communal issues including parking and pests

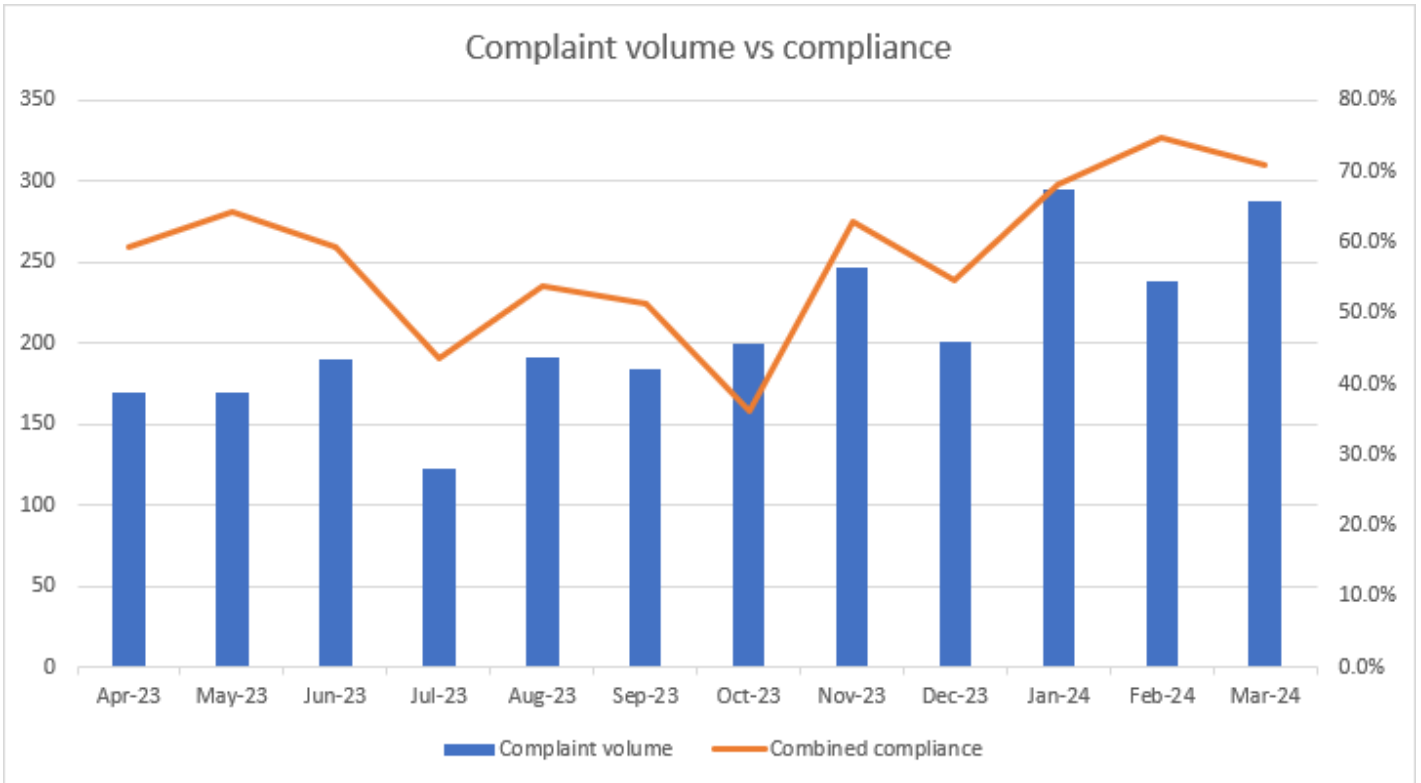
What are we doing? We're all undergoing customer service training to remind us how important it is to communicate openly and transparently with our customers.

Escalations

- The number of complaints escalated to stage two increased by 49%. This is largely due to the number of complaints against our repairs contractor, which have increased 180%.
- Escalation for neighbourhoods complaints increased by 25% on the previous year. This may demonstrate an increase in customer awareness of the complaint process.

"Thank you for taking the time to look into my complaint and for working so quickly to get everything booked in and to respond to me. Thank you again for taking the time to properly review everything and getting back to me so quickly, I really appreciate it. You're a credit to Moat as I've never had service anywhere close to this level before."

Compliment received for Jag Sandhu,
Customer Resolutions Officer



Compliance

- Our compliance performance has varied on a monthly basis across all stages.

What are we doing? We've introduced proactive prompting ahead of due dates while ongoing IT system training is being delivered to every member of staff.

- We've a very positive complaints handling culture but there are times we refuse to handle issues as complaints. We have reviewed those refused last year and it was due to:
 - Duplicate issues which had already exhausted the complaints process.
 - The service not being provided by us or our customers.
 - Issues being actively handled by solicitors.

What are we doing? We will review issues where we have refused to open complaints to check for themes and trends.

Housing Ombudsman

- We received eight requests for full investigations in 2023/2024. Four of which we received determinations for before the year end.
- In total we received the outcomes of 21 complaints referred to the Housing Ombudsman 2023/2024 (which include complaints from previous years). This amounted to 49 determinations
- Our maladministration rate is 69% for 2023/2024, compared to 42% the previous year.
- We received one Complaint Handling Failure Order during 2023/2024 which was due to unreasonable delays in progressing a complaint.

You can view our 2023/2024 Landlord Performance quarterly reports: [Landlord complaint statistics | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](#)

Our Self Assessment to the Housing Ombudsman Complaint Handling Code is available on our website: [moat.co.uk](#).