

Karibu Community Homes



Q1 COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-25



We accept that things do not always go the way we want them to, and we welcome the opportunity to receive complaints, as this gives us the chance not only to put things right but also to see if anything else needs to be reviewed or changed to prevent similar issues from occurring in the future. We genuinely appreciate you taking the time to alert us when things go wrong.

In terms of performance, during the first quarter of the year (April to the end of June 2024), we received 39 complaints:

- 32 new complaints (Stage One)
- 7 escalated to Stage Two

We have set ourselves a target of 5 days to acknowledge complaints at both stages and have responded within the following average times:

- Stage One – 3.6 days
- Stage Two – 4 days

Our response times to complaints are set out by the Housing Ombudsman and the Handling Code, which specify 10 working days for a Stage One response and 20 working days for a Stage Two response (unless we write to inform you of an extension with you to allow extra time). Our response performance for Quarter 1 was as follows, measured in average days:

- Stage One – 8 days
- Stage Two – 26 days

We had 3 Stage Two cases that exceeded the time limit. All these cases began before April and were related to repairs and maintenance during a period when we were phasing out our old contractors and embedding our new contractor partner.

The following provides further insight and examines whether there are any areas we need to review on to ensure service equity.

a. Further Insight

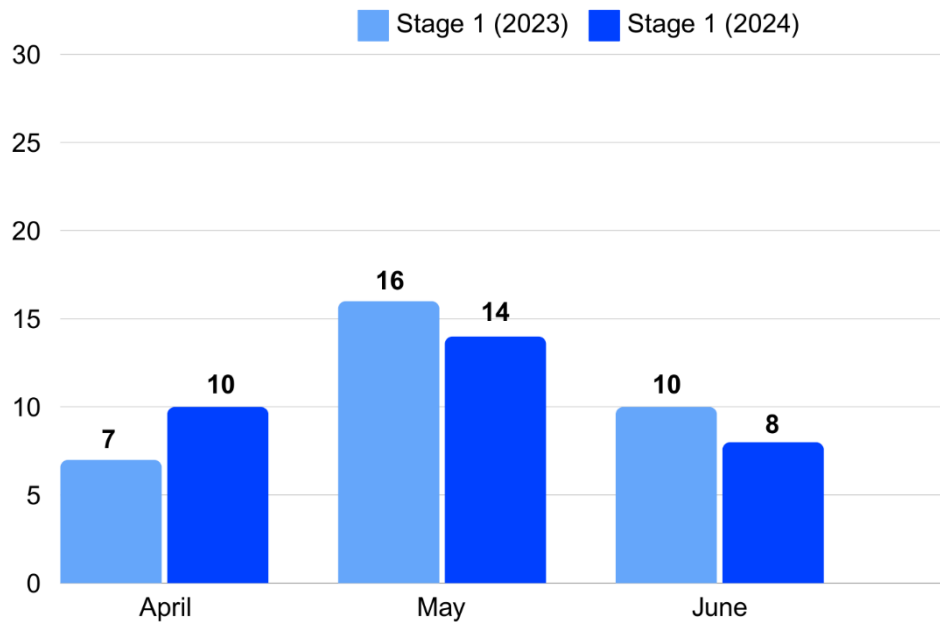
We have compiled some further detailed insight that provides more details. We are developing our capability to report on complaints and ensure equity in our service which will be further enhanced and developed this year.

The following is a further breakdown of:

- Complaints by month and summary feedback with figures for 2023/24 provided for context.
- Complaint escalation rates by month with figures for 2023/24 provided for context.
- Complaints by ethnicity
- Complaints by area aligned to stock numbers.
- Complaints by lead resident age

b. **Complaints by month and summary feedback**

The chart below provides an overview of the total monthly communications received as formal complaints April to June 2024



From our analysis, we can breakdown each area of complaint, the biggest driver is residents feel there is a lack of communication from us, and it is clear from the complaints being raised by our residents, improvements can still be made to “Getting the Basics Right” to improve our services. Please note that included in this graph are the 2024/25 Stage 1 complaints for legacy Westway, which total 7.

There has been a backlog from our previous repair contractor in the first part of this quarter, however the level of repairs complaints has now subsided significantly. During Quarter 1, we only received one formal complaint relating to our new main contractor.

The main reasons for complaints relating to repairs are as follows:

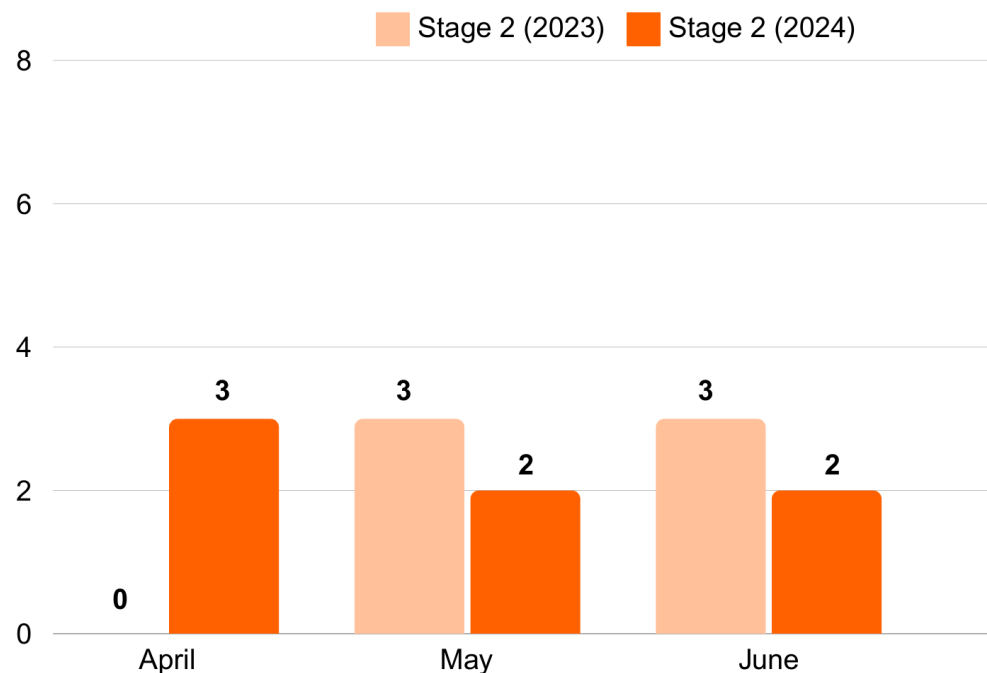
- Lack of Communication from contractor concerning follow up works
- Length of time taken to complete communal works to lifts and main door.

c. Housing and Other areas

- Anti-Social Behaviour
- Chasing information
- Delays in moves or letting property.
- Poor communication provided regarding rent and service charge increases.

d. Complaint escalation rates by month

Whilst every effort is made to resolve the complaint at Stage 1 and provide an early resolution for our residents, the chart below reflects the monthly breakdowns of escalations.



As the number of Repairs complaints has fallen dramatically, Stage 2 complaints have remained low. We try to ensure that a telephone call is made to the resident so that they are satisfied with the resolution offered before the letter is sent. In a high percentage of cases this prevents an escalation to Stage 2, although it is vital that anything that is promised in our Stage 1 response is then followed up effectively by the relevant department.

The key themes for Stage 2 escalated complaints include:

- Lack of follow up on repairs
- Calculations of Rent and Service Charges
- Lack of communication from Housing team regarding moves and other housing issues.

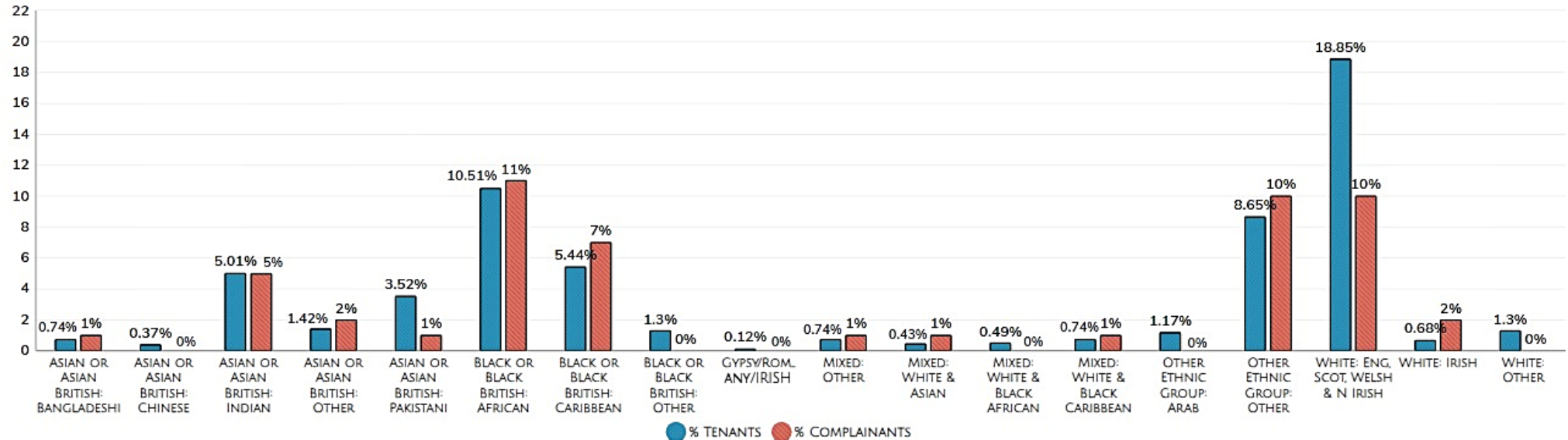
Further breakdown by resident attributes

Measuring our complaints and taking a closer look at different aspect of the complainant enables us to assure ourselves that there is equity in our services.

e. Complaints by ethnicity

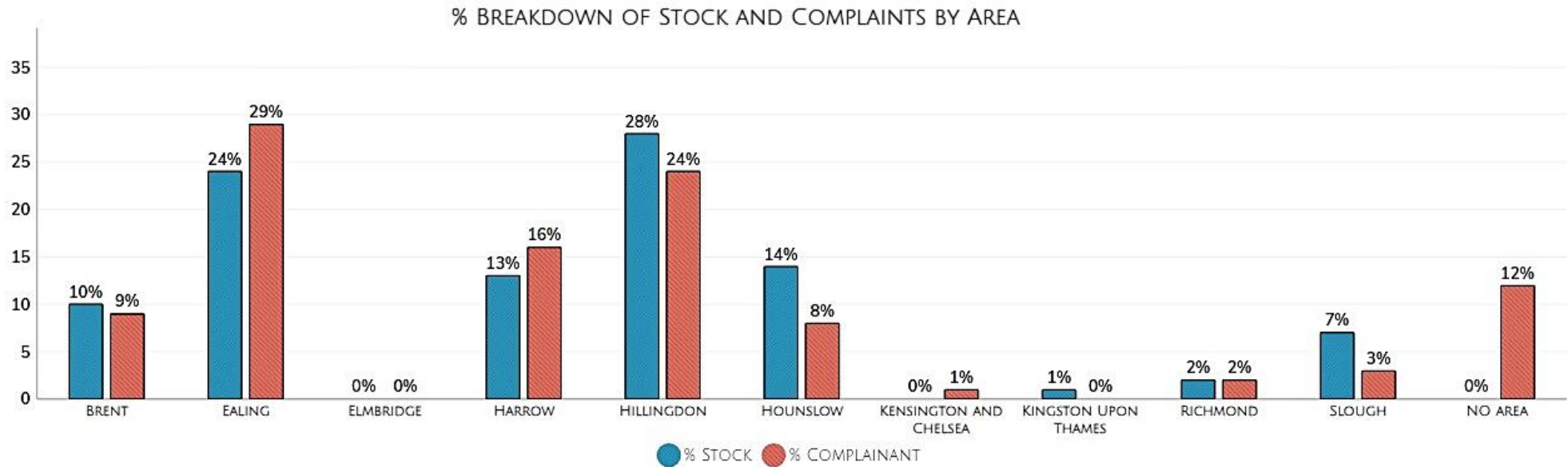
This graph measures complaint by ethnic group vs our resident profile%. This helps indicate whether there could be issues around ethnic equality in terms of customer service. Overall, the complaints by ethnicity broadly represent our demographic profile. Black/Black British Caribbean/ African and other undisclosed ethnic groups indicate a marginal increase in complaints relative to the ethic %of our resident base. There is a larger difference for those complaining from a white UK cohort that will require further assessment. These specific complaints are reviewed to see whether there are any common traits or trends emerging that we need to address.

% ETHNICITY BREAKDOWN BY TENANTS AND COMPLAINANTS



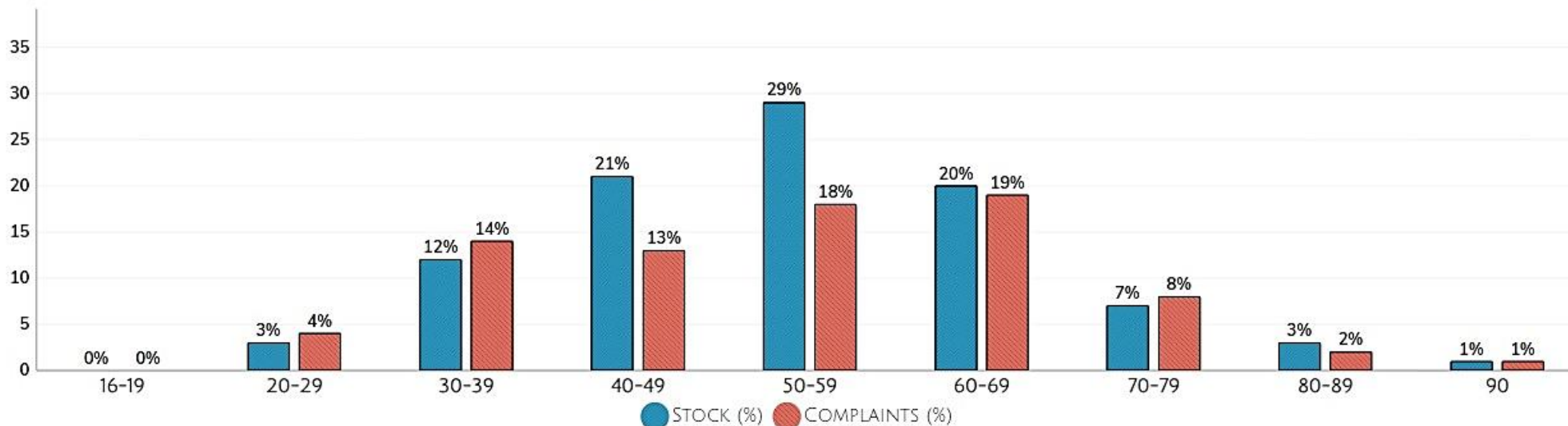
f. Complaints by area compared with stock %

The complaints by area seem to be in keeping with our stock however there is some slight outliers in Ealing and Harrow local authority and are driven by lack of action or quality of repairs, which was a hangover from our previous main contractor. You can also see a spike in our complaints from Hillingdon, this is due to the significant rent and service charge increase in one of our schemes in that area. Eight complaints were received for this reason.



g. Complaints by lead resident age

% AGE BREAKDOWN BY STOCK AND COMPLAINTS



The above charts provide us with insight into our residents and our demographic makeup and allows us to track satisfaction with our services within our operating areas, age, and ethnicity. Overall, the graph above shows a representation across all age groups with slight increase in our 20's ,30's and our 70's age group reflecting slightly more dissatisfaction with our services as a %. We are also looking at these specific complaints to see whether there are any indicators that are relevant to age.

In summary, based on the complaints we have received; we will be focusing on the following areas to improve our service:

1. Take a specific look at communications related to communal or lift repairs.
2. Explore ways to better capture and monitor both incoming and outgoing communications with residents to improve performance.
3. For next year's rent and service charge notifications, work with renters and leaseholders to enhance the information we send out.

These three activities have been identified and added to a rolling action plan, which has been developed to track and monitor progress based on lessons learned and resident feedback.