



**Formal Complaints  
about PRHA  
2021-2022**

# Complaints Performance

**75**

complaints about PRHA services were received during 2021-2022.

**74%**

increase overall in complaints received and Stage 2 complaints also increased from 3 ( in 2020-2021) to 10 (in 2021-22).

**61%**

of repairs related complaints referred to delays to effect a repair or failure to complete the repair within the time frame.

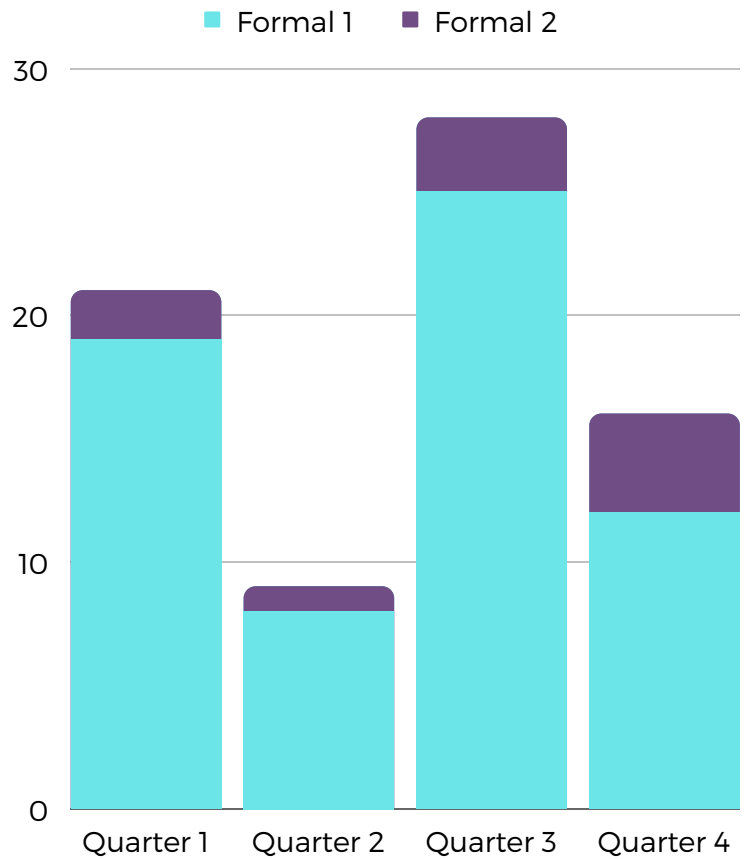
**49%**

Extensions that were applied to complaints investigated this year.

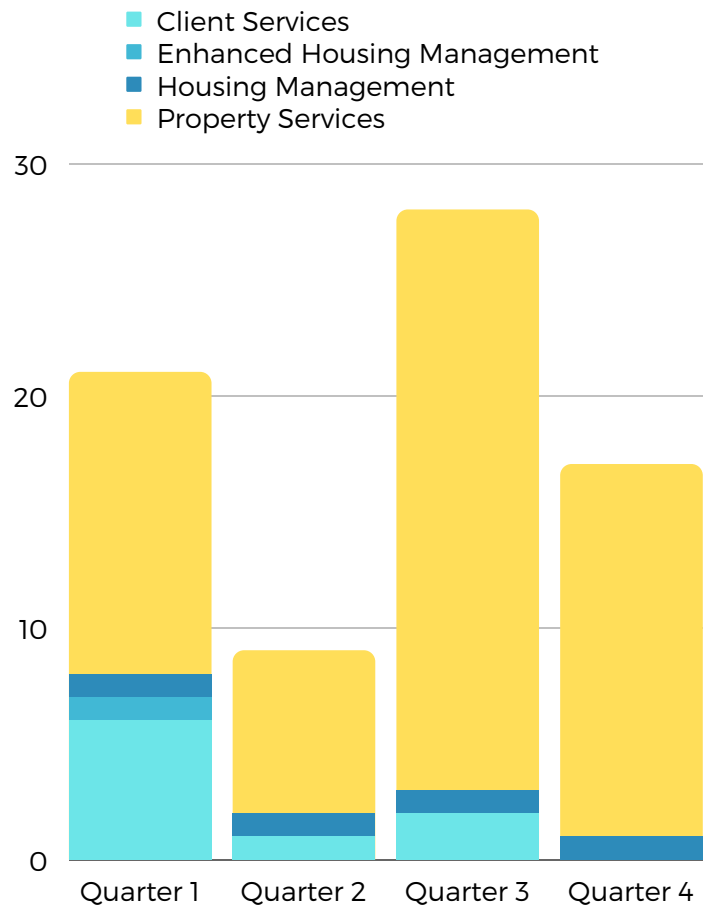
**73**

of the 75 complaints raised were responded to by the end of 2021-22, with 2 investigations carried forward to the current year (2022-23).

## Complaints resolved by Quarter

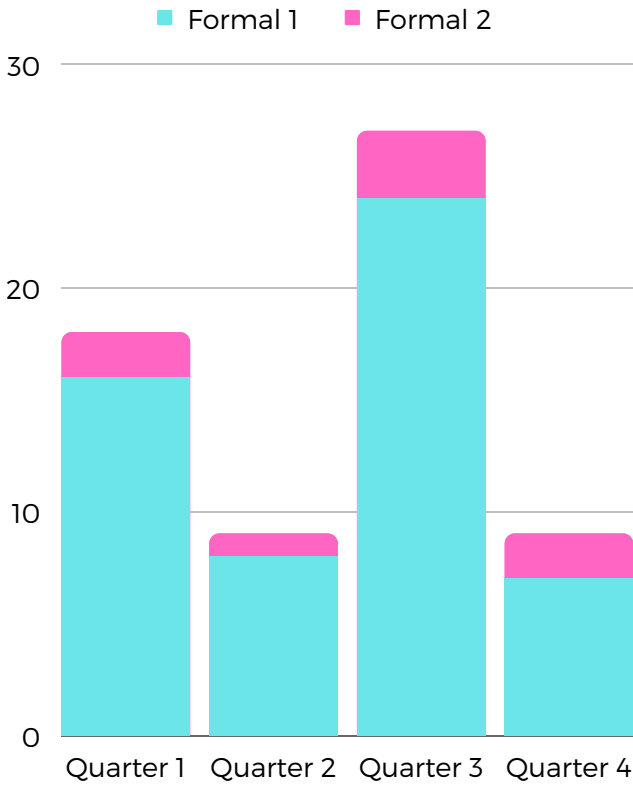


## Complaints received by Service responsible

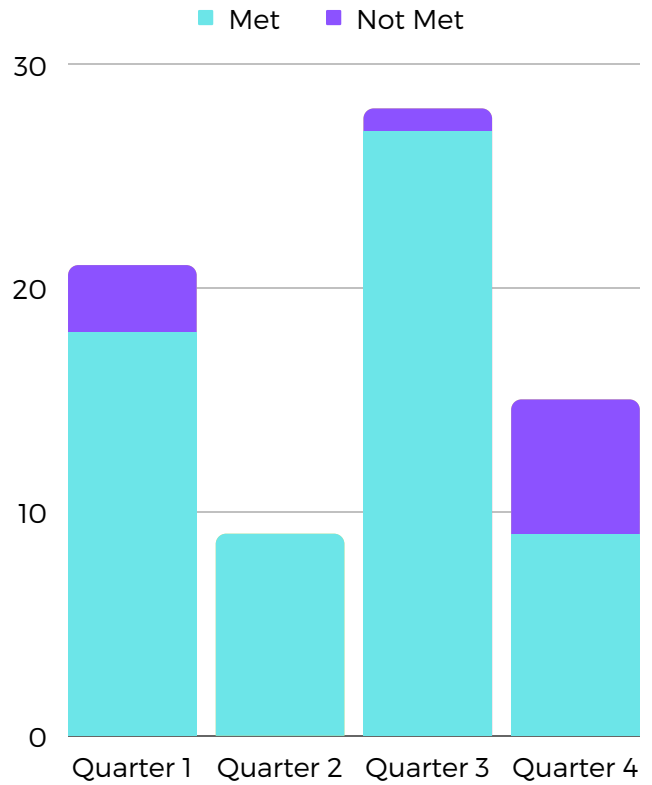


# Complaints Performance

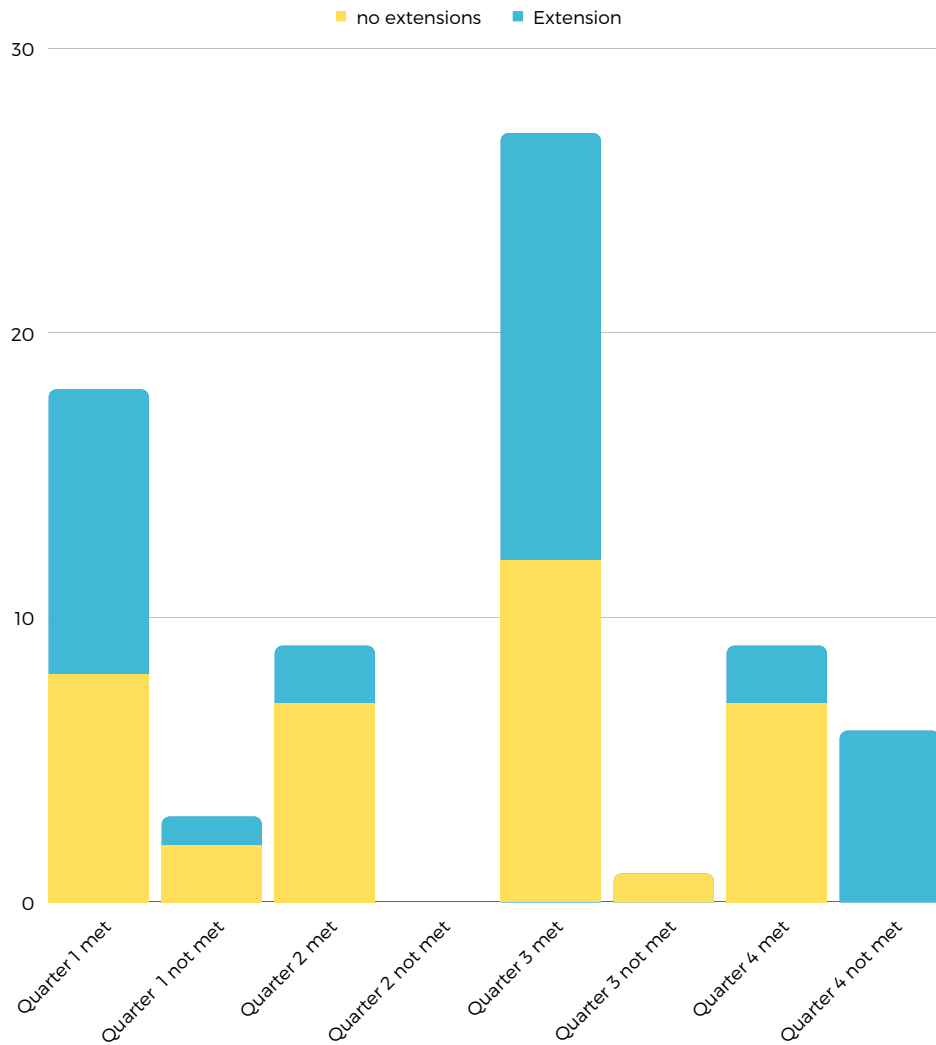
## Complaints responded to by Stage



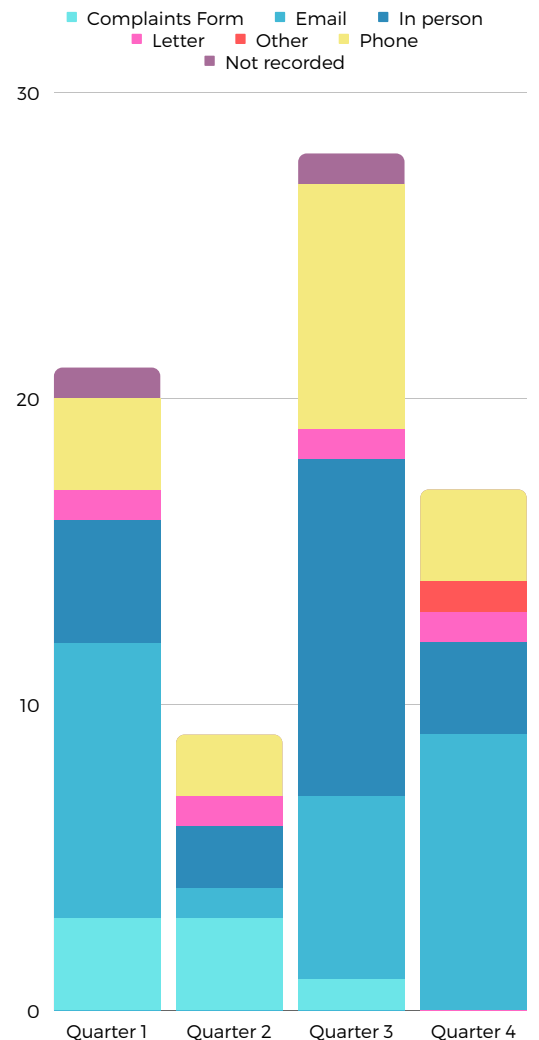
## All formal complaints by response time (met/not met)



## Responses with/without extensions



## How complaints were received



# How your complaints have changed our service to you:

## Property Services

- Property Services staff have received internal training in customer service and maintenance repair diagnosis. This is also part of the induction of new staff.
- Meetings are held with Contractors on emergency and urgent jobs especially for no heating and hot water.
- Residents are contacted to get updates on the performance and standards of contractors work.
- Efficient Diagnosis is used to ensure the right contractors are sent and full details are received from the resident about the faults and failures.
- In-house Operatives attend in the first instance to diagnose (except out of hours emergencies) and report back if they are unable to fix the fault.
- Our response repair times are being published on Notice Boards for residents to see the timescales for carrying out repairs.

- Following on from complaints regarding infestation, we have established a reactive service from Tower Hamlets Pest control for all PRHA schemes.
- Intensive training will take place in identified schemes to control infestation.
- Infestations is monitored and reported to the Board.
- Mice proofing works is ongoing.

- Senior Management hold monthly meetings with Sonning & Culham resident to address issues with repairs, ASB and other concerns relating to Sonning & Culham.

- Additional CCTV and improved Wi-Fi access has been installed at Daniel Gilbert House in response to complaints about security and Wi-Fi signal.