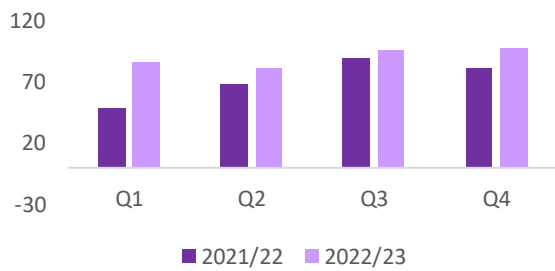


2022-23 Year End Customer Feedback Report

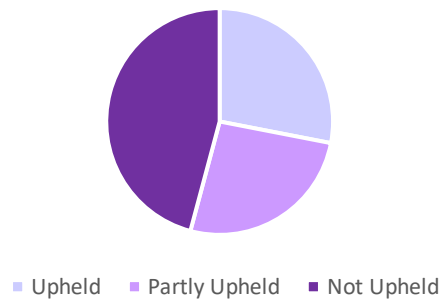
VISUAL EXECUTIVE SUMMARY



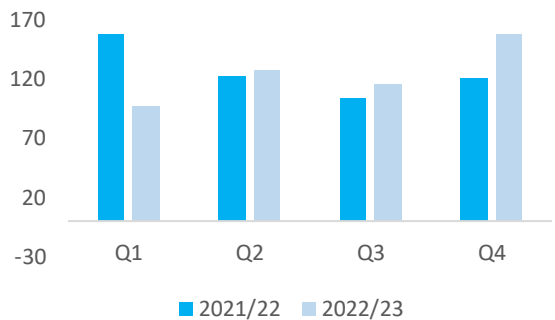
Formal **Complaints** Closed by Quarter



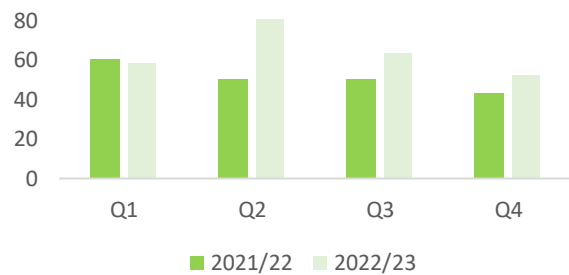
Complaint Outcomes



Enquiries Closed by Quarter



Compliments received by quarter



1. INTRODUCTION

1.1 Customer feedback is analysed quarterly and is presented to the Wider Leadership Team or Senior Leadership Team for review prior to presentation to the Customer Focus Committee on a half-yearly basis (following second and fourth quarters). This report provides an update on customer feedback received during all four quarters of 2022/23.

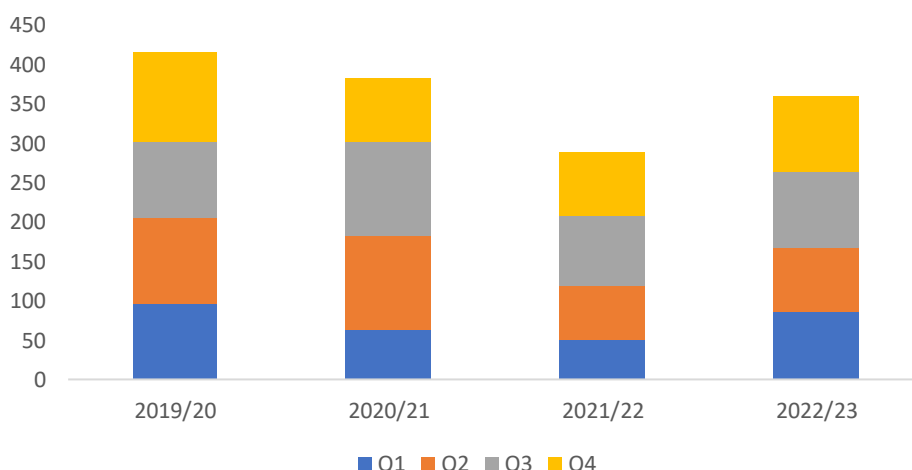
2. CUSTOMER FEEDBACK OVERVIEW

Complaints

2.1 There were 108 Stage 1 complaints received and 97 closed during the fourth quarter of 2022/23, a minor increase against the previous quarter (96 closed Q2 2022/23, increase of 1%). All complaints received within the quarter have been closed. There has been a more pronounced increase when compared against the same quarter of last year (81, increase of 16 (20%)), reflecting that while the level of complaints has been consistent across the second half of the year, across all quarters there has been a year-on-year increase. This may be considered as a reversion to the mean, as shown in the graph below, with complaint levels by quarter being largely in-keeping with average numbers seen across the last four years.

2.2 When considering the whole year there has been a more significant increase in complaints closed (360 in 2022/23, 288 in 2021/22, increase of 72 (25%)). This shows a clear upwards trend of numbers of complaints closed in the last 12 months but as demonstrated in the graph below, this remains relatively low considering historic data (416 closed complaints in the same period in 2019/20 and 383 in 2020/21).

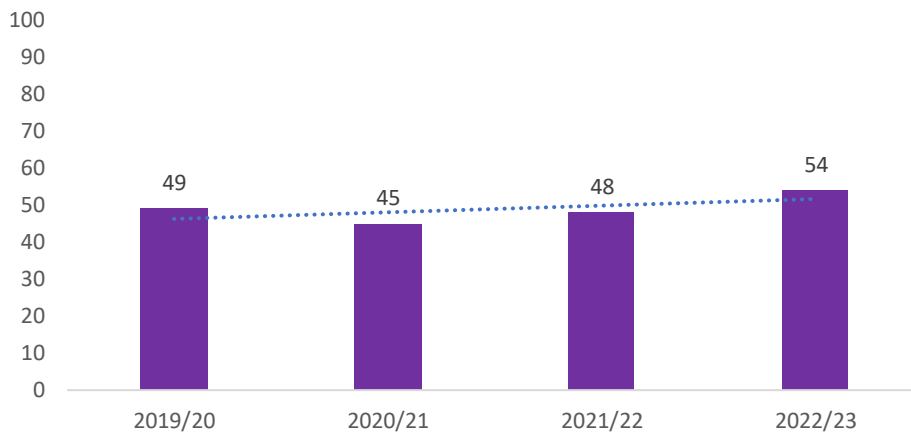
2022/23 Closed Stage 1 Complaints by Quarter



2.3 Of the closed complaints for the year, 101 (28%) were fully upheld, 94 (26%) were partly upheld and 165 (46%) were not upheld. Accordingly, evidence of

service failure¹ was found in 195 cases (54%), with this increasing in the fourth quarter (63 cases (65%)), against the previous three (132 cases (50%)). This is an increase in service failure rate against the same period in the previous three years as demonstrated in the graph below. Greater detail of causes of service failure is provided later in the report.

Stage 1 Complaint Upheld or Partly Upheld Rate (%)



- 2.4 While it is necessary to track rates of upheld complaints as one indicator of service area performance, and this is considered in further detail later in the report, it is also important that a positive open and transparent approach is taken to complaints, with upheld complaints demonstrating a culture where failure is recognised and used to drive improvement.
- 2.5 A recent Housemark Pulse report for January 2023 highlights an increase in complaints being handled by providers across the sector, with a 50% increase in January 2023 against January 2022. While Housemark data does not provide year-end figures, the data provided currently shows an upwards trend in complaints being handled across the sector and provides some context to the rise in complaints handled by Stockport Homes, year on year. In their most recent report for February 2023, Housemark forecast that the median number of *complaints per 1,000 properties per month* will settle at around 3.4, For 2022/23, Stockport Homes recorded a mean average of 2.43 formal complaints per month per 1,000 residential properties². This figure demonstrates positive levels of performance against the sector. It is likely that Stockport Homes will continue to see an increase in complaints into 2023/24, albeit it remains the aim and expectation that there will be continuance at levels below the sector median.
- 2.6 17 complaints were heard at Stage 2 of the Customer Feedback Process during the year, with two having been heard in the fourth quarter. This demonstrates a notable increase compared with the eight Stage 2 complaints

¹ Where the customer has suffered detriment owing to the actions or lack of action by the organisation, its own staff, or those acting on its behalf, and/or the service provided to a customer has fallen below standards as set out in Policy and Procedure or as determined by relevant legislation or law.

² Based on 360 complaints received in 12 months, against 12353 properties

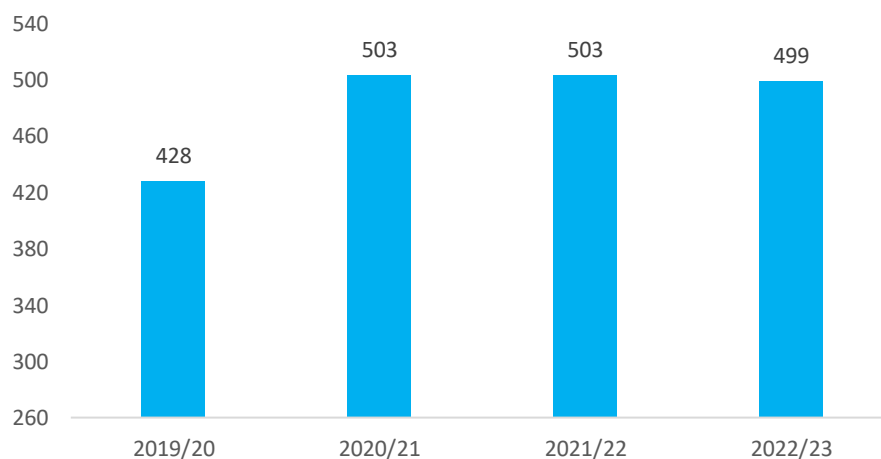
in the same period of last year. While the focus remains on effective complaint handling at Stage 1, this increase is in-keeping with the Housing Ombudsman Services' Complaint Handling Code and the Customer Feedback Policy which seeks to maximise the prospects of a successful resolution via the two complaint stages and minimise cause for escalation to the Ombudsman.

- 2.7 343 (95%) complaints were resolved at Stage 1 of the complaints process, indicating that complaint handling is effective at this stage in the process. Of the complaints which were reviewed at Stage 2, 15 had been not upheld at Stage 1. Two had been upheld, but the customers disagreed with respect to the level of financial redress or compensation having been offered. In six of the cases, a different outcome was determined following Stage 2 review, with in total eight (47%) Stage 2 complaints being upheld or partly upheld. Five of the cases³ have been escalated to the Housing Ombudsman, with two judgements⁴ having been received relating to Stage 2 complaints considered within the year. Analysis of the cases indicates that 10 (59%) were linked to the delivery of, and decisions relating to, property maintenance.

Councillor and MP Enquiries

- 2.8 There were 154 Councillor and MP Enquiries received, and 158 closed during the fourth quarter, with a total of 523 received and 499 closed across the year. This is consistent with the volume seen in previous years (503 closed in 2021/22 (1% reduction)) as illustrated in the graph below. The fourth quarter saw an increase in Enquiries against the previous three quarters and against the same period of last year (121, 31% increase). The increase in the final quarter of the year coincides with local elections which tookplace on 4th May, which in part is likely to have driven Enquiries owing to the increased visibility of elected members during this time. Further analysis of these cases is provided later in the report. Of the cases open at the end of the quarter, all have now received a response and have been closed within the 10-working day target.

Total Members Enquiries Received by Year



³ Two of these cases relate to the same customer and are being considered as one single investigation by the Housing Ombudsman

⁴ One judgement of maladministration, one judgement of no maladministration/reasonable redress.

Compliments

- 2.9 Across the first three quarters, 258 compliments were received with 52 having been received in the fourth quarter. This demonstrates a large increase when compared with last year (206 received, increase of 52 (25%)). As seen in Appendix Two Table iii, Independent Living and Maintenance and Commercial Services account for the largest volume of compliments. This is in accordance with historic levels and reflects the supportive nature of the Independent Living service, and the volume of good service provided in terms of Repairs. It is encouraging that compliment levels remain high throughout the year and reflects the work that is being undertaken despite the challenging context around this service as discussed further below. The largest increase in the number of compliments for any service area was seen for Customer Access (32 received, increase of 220%), predominantly the One Number Team. This is due to the ongoing efforts within the team to support a strong, customer-focussed culture and reflects the efforts being made within the service to resolve increasingly complex issues. One example highlighted excellent levels of support and 'ownership' in resolving a highly impactful situation for a customer who was without means of bathing. Involvement from the Customer Service Officer led to a much quicker resolution and effective communications with the customer during a problematic situation. Other examples of compliments received across the organisation include:
- a Caretaker who goes "above and beyond every single time" and "clearly cares about cleaning what is a challenging block".
 - the Home Sales Team for their patience, calm and kindness during an extremely stressful time for a home buyer and helping their dreams come true when they felt it would not become a reality.
 - a repair operative about their "lovely" attitude and care shown to their two-year old while working in the property.
- 2.10 Many of the compliments received reflect a caring and customer-focussed attitude of colleagues, positively representing Stockport Homes' values. Work is ongoing by the Customer Experience and Engagement Champions to develop a Customer Charter which will further strengthen this culture and enhance the customer experience when engaging with Stockport Homes' services across the organisation. This is expected to be delivered in late summer/autumn, subject to customer involvement and consultation.

3. CUSTOMER FEEDBACK PERFORMANCE

- 3.1 Of the 360 complaints closed within the year, 349 (97%) received a response within the target of 10 working days⁵, with the average time taken being nine days. Of the 17 Stage 2 complaints handled during the year, 12 (71%) received a response within the target timescale.. Analysis of the delayed Stage 2 responses indicates that complainants' availability or an agreement to

⁵ For Stage 2 complaints, the Code determines that responses should be provided within 20 working days, or a further 10 working days where this is agreed with the complainant.

postpone judgements where further remedies or investigation, such as site visits, have been made. While such a customer-centric approach is often effective with respect to reaching a point of resolution, there is a need to balance this against the requirement to adhere to the Code and provide customers with a timely outcome to their complaint. Accordingly, a review of the approach to Stage 2 complaint handling is being undertaken which will seek to provide case handlers with greater flexibility to determine the most appropriate means for the complaint to be reviewed, incorporating customer voice but also ensuring timeliness. In some cases, this may constitute greater use of IT and telecommunications, rather than in-person meetings where co-ordination of these creates a barrier to expediency.

- 3.2 In terms of complaints handled within time, Housemark's Tenant Satisfaction Measure Analysis report, which provides guidance to landlords with respect to TSM performance benchmarking based on historic data, posits a median score of 80.3%, a lower quartile of 66.3% and upper quartile of 93%. Across all complaints (Stage 1 and Stage 2) Stockport Homes' performance for 2022/23 is 96%. Despite this good performance, any single complaint handled outside of timescale brings risk of a complaint handling failure judgement from the Housing Ombudsman. Accordingly, a target of 100% complaints handled within timescale has been set within the organisation, with a 98% tolerance, and continued focus will be placed upon minimising any overdue responses.
- 3.3 Of the 499 MP and Councillor Enquiries closed, 496 (99%) received a response within the target timeframe of 10 working days, with all but one Enquiry being responded to within time during the fourth quarter. The average time taken to respond to Enquiries for the year was six days, demonstrating a high level of responsiveness to contacts from elected members.
- 3.4 Customers who have raised complaints through the Customer Feedback process are surveyed to understand their satisfaction with the handling of the complaint on a transactional basis. This is in addition to the perception TSM measure which will be reported in 2023/24⁶. In particular, customer responses to the following questions provide an insight into levels of confidence in the Customer Feedback process:
- 'Would you use the complaints service again in the future?'** 75% (35/57) of those surveyed in the year responded positively, compared with 87% in 2021-22
- 'How satisfied are you with the way staff handled the complaint?'** 63% (29/52) of customers surveyed across the year responded that they were satisfied or very satisfied. This is a decrease compared with 73% who responded positively in the same period of last year. Meeting customer expectations in relation to complaint handling is a challenge across the sector, with Housemark reporting a median score of 56% and upper quartile score of 65%. In the context of a more visible Ombudsman, a challenging target (80%) in terms of satisfaction with how the complaint was handled has been set.
- 3.5 Review of the responses received indicates that perceptions of the handling of complaints within the initial 10 working day process and the standard of

⁶ TS09: Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

written complaint response is mostly positive, with negative responses being driven by dissatisfaction that issues identified within the complaint remain ongoing. A common scenario is where repairs issues remained outstanding, and accordingly there was a perception that the complaint had not been adequately resolved. This highlights that customers perceive a complaint to be ongoing beyond the Stage 1 complaint response having been provided, which necessitates an ongoing high degree of focus and engagement from the complaint handlers and service areas to ensure a positive customer experience, working closely with the service area to ensure effective delivery.

4. HOUSING OMBUDSMAN

- 4.1 During the year eight new cases entered the Housing Ombudsman Service's (HOS) formal remit, with two judgements being made within this period. With respect to one case, following an appeal, the HOS made a final finding of service failure with respect to the Stockport Homes' handling of repairs linked to concerns about the presence of pests, and maladministration with respect complaint handling⁷. No service failure was found with respect to the handling of the customer's reports of damp, mould, and condensation, and upon appeal no service failure was found with respect to the handling of the customer's concerns about the presence of lead paint in the property. In the other case, with respect to the handling of roofing repairs, the HOS made one determination, that of 'reasonable redress.'
- 4.2 The Housing Ombudsman draw focus upon landlords with five or more cases having been judged within the financial year, or where the landlord has a high rate of maladministration based upon individual judgements at a sub-case level. Based upon the two cases, Stockport Homes have a maladministration rate⁸ for 2022/23 of 40% (2 of 5 judgements across 2 cases). Further detail on the HOS cases can be found in Appendix One.
- 4.3 Of the other six cases, two judgements have been provided in the first quarter of 2023/24. In one case the HOS found no maladministration with respect to each of the substantive issues considered. In the other case, relating to the response to reports of damp, mould and condensation, the HOS found partial maladministration, ruling that there was no maladministration with respect to the customer's request for a permanent decant, but there was maladministration with respect to a failure to investigate the customer's property concerns in a timely manner and that prior to the issue entering the formal complaints process the customer's vulnerabilities were not sufficiently considered. Notably, the HOS report concluded that there were barriers placed by the customer in terms of the rehousing request and in accessing the property, but nevertheless identified that more should have been done around enforcing the right of the landlord to access the property, given damp and

⁷ HOS determined that a Stage 2 escalation request was unreasonably refused. While the judgement has been accepted and associated Orders complied with, Stockport Homes judgement believe this was refused in accordance with Policy and usual practice in the sector at the time, prior to introduction of HOS Complaint Handling Code and this becoming mandatory.

⁸ In their Annual Report the HOS highlighted landlords with a 'maladministration rate' of greater than the sector mean average. In 2021/22 this was 48%. The 'maladministration rate' is based upon the number of service failure or maladministration judgements within cases.

mould poses a potential category 1 or 2 Housing Health and Safety Rating System (HHSRS) health and safety hazard. This demonstrates the highly challenging context that landlords are currently operating in with respect to dealing with contentious damp, mould, and condensation issues. Owing to this judgement, for 2023/24 year to date, Stockport Homes have a maladministration rate of 50%. Further detail of the other four cases can be found in Appendix One.

5. TRENDS, ANALYSIS, AND INSIGHTS

5.1 As demonstrated in appendix two, table i, repairs and maintenance accounted for the largest volume of complaints, with an increase against the previous year of 22% (from 141 to 167). Detailed analysis of this is provided below. In terms of members enquiries, there was a significant increase in cases relating to allocations, homelessness, and housing options when compared with last year (from 151 to 194, increase of 28%), with this service area accounting for 39% of all members enquiries handled. This is also covered in greater detail below. Other service areas where there was a significant number of members enquiries received saw a decrease in cases when compared with the previous year. This was evident for tenancy and estate services (from 110 to 99, decrease of 10%), repairs and maintenance (from 86 to 81, decrease of 6%), and most notably for anti-social behaviour (from 91 to 56, decrease of 38%). Further information on enquiries received by service area can be found in Appendix Two, Table ii.

Maintenance and Commercial Services

- 5.2 While the delivery of responsive repairs does typically account for the largest volume of complaints received by the organisation, and there was a small reduction in terms of the proportion of the overall complaints closed by the organisation against the previous year (from 49% to 46%), it is notable that service failure was found in 109 of the 167 (65%) complaints relating to this service, above the average for all complaints (54%) over the year. 'Lack of action' and 'repeated repairs/time taken to resolve' continued throughout the year to be the most common drivers of complaints within this service area, warranting further analysis.
- 5.3 **Work in Progress (WIP).** As indicated in the Customer Feedback Reports at Year End 2021/22 and Q2 2022/23, the number of repairs which are outstanding and have not been completed within timescale is at an elevated level, and this is driving increasing levels of complaints relating to 'lack of action' and 'time taken to repair' with respect to responsive repairs. At the end of the second quarter there were 3574 overdue responsive repairs in the WIP, with this currently at 3,722 (increase of 148, 4%).
- 5.4 As a result, a proposal is being developed to set up a separate bespoke team for a 12-month period to solely focus on completing the aged WIP jobs. This would enable the existing resource to focus on delivering new works on time and prevent further jobs falling overdue. Whilst this would have short term financial implications in 2023/24, it is not envisaged that this additional team would be required following this 12-month period. The team are also

considering whether other 'planned' revenue works could be paused to help fund this additional workstream. Separate proposals will be brought to SLT on this for approval.

- 5.5 **No Access.** While it is positive that there has been an increase in the number of repairs being carried out, performance around completion of repairs has dropped against the previous year, in terms of the proportion of routine jobs completed within timescale (from 94% in 2021/22 to 79% in 2022/23,). Looking into this further, an evident contributing factor to this is a high rate of 'no access' appointments. That is, the operative having placed the repair 'on-hold' owing to not being able to access the property to carry out the repair. During the year there have been 4,386 instances of no access for routine responsive repairs, an average of 84 per week. Although one repair may account for several no accesses, this equates to approximately 9.6% as a proportion of all day-to-day responsive repairs completed⁹. . A review of current processes around making and meeting repairs appointments is being undertaken during Q1 of 2023/24 and this will make recommendations and work with service areas around implementation with respect to reducing the number of no accessed appointments.

Allocations, Homelessness and Housing Options

- 5.6 Allocations, Homelessness and Housing Options continue to receive a large volume of Members Enquiries, while complaint numbers remain low. A review of these Enquiries indicates that in almost all cases they relate to a request for information and advice regarding an applicant's rehousing options and status on the Homechoice register, rather than dissatisfaction with the standard of service provided by these teams. This reflects the extremely high levels of demand for housing currently and the difficulties applicants are facing in terms of finding suitable housing. It is anticipated that this will continue to drive Enquiries while the issue of housing supply remains so acute and applicants believe that the efforts of their elected member may assist in securing their rehousing, though allocations are made using the standardised framework of the legally compliant Council's Allocations Policy. Engagement with MP's case workers and Councillors on this matter indicates an understanding on their part of the current wider barriers facing customers with respect to rehousing, and the need for Stockport Homes to allocate properties in accordance with the Allocations Policy. . Enhanced efforts to explain the Allocations Policy and Homechoice process remain planned including by way of informative videos for customers, to coincide with the move to a new IT solution (Abritas) in the summer for managing housing applications, which is also expected to provide an improved customer experience and quicker turnaround times for assessing new applications.

Over-arching Drivers of Complaints

- 5.7 A more in-depth analysis of the underlying drivers of all complaints closed in the year found that that 'lack of action' and 'repeat repairs/time taken to

⁹ Based on 45901 responsive repairs completed and 4386 'no accesses'.

resolve' remained the most common factor across all four quarters, with this being predominantly pertaining to Maintenance and Commercial Services, as detailed above. Beyond this, 'quality of service' was the next most found driver, with this being more closely associated with Caretaking and Concierge complaints, albeit increasingly relating to a wider range of service areas in the third and fourth quarters. That is, customers perceived that while a service had been provided, the standard of the service was not adequate and in-line with their expectations. While the 'cost of living crisis' brings extra focus from customers and other stakeholders as to the value for money that services represent, there is a broader trend that customers have increasing expectations around levels of customer service. This creates a challenge for social housing providers operating within a context of constrained public finances, although there is increasing recognition with the sector that this represents a positive development, and that positive change can be achieved irrespective of the current challenging context.

- 5.8 **Failure to Manage Complex Repairs.** As identified in previous reports, a failure to manage complex repairs where numerous trades or specialist contractors are utilised, have resulted in complaints with a high degree of impact on customers and risk of litigation or negative HOS judgements. In such cases, a lack of overall ownership was identified meaning that complex repairs issues were at risk of not being progressed and resolved within a reasonable timeframe. An improved process has been implemented which ensures that Three Sixty and Assets provide timely decisions with respect to progressing larger-scale works, and this is expected to have a positive impact. However, as highlighted by a Stage 1 complaint received in the fourth quarter, management of complex repairs issues can also fail owing to poor record keeping and lack of operational oversight in relation to day-to-day technical property inspections. This means that there is a risk of issues identified during inspections not being visible across the organisation and no mechanism to ensure that repairs or further investigative efforts are being progressed in a timely manner and consider a customer's individual circumstances. In the case in question, while an inspection was undertaken and significant and impactful repairs issues were identified, progress was not sufficiently timely in arranging repairs and there was no sight of this elsewhere in the organisation until the customer complained several weeks later. The Business Transformation team are currently reviewing the inspection process and record-keeping associated with this, as part of an overall ongoing review of the approach to damp, mould, and condensation with best practice implementation from this being relevant to all property inspections, irrespective of the nature of the repair issues. Further guidance on this is expected to be provided in the Ombudsman's forthcoming Spotlight on Record Keeping.

6. LEARNING AND IMPROVEMENTS

- 6.1 All complaints and enquiries from MPs and Councillors are reviewed to identify trends and learning opportunities. Additionally, sometimes ad-hoc learning points and improvements are determined and implemented following individual cases. Examples from the fourth quarter include:

- As a result of a complaint about the Carecall service, the process for contacting next-of-kin has been reviewed and changed to ensure that next-of-kin are contacted irrespective of their geographical location, providing enhanced levels of service and maximising instances where next-of-kin may be able to respond or offer support to service users.
- Complaints about the length of time and number visits required to complete re-plastering works resulted in a review of the process between Assets and Three Sixty Maintenance, with closer collaborative working and agreed changes to process, reducing instances where multiple visits are required, reducing time to complete and level of inconvenience experienced by customers.
- A complaint about delays to undertaking roofing repairs highlighted failure with managing appointments and poor communications with customers, with appointments being missed causing inconvenience to customers. Following a meeting between the One Number Team and Planners, clarification has been provided where roofing appointments have been agreed with customers and should not be subject to being moved, or require engagement with customers, improving the customer experience and reducing future complaints.

7. CUSTOMER EXPERIENCE

- 7.1 The profile of customer experience work has improved significantly through discussions at Directorate Management Seminars (DMS) in both October 2022 and January 2023, the promotion of the Customer Excellence, Experience and Engagement week in February 2023 and the Board's Business Plan 2023 – 2026 which highlights customer experience as one of the key areas for these three years. The appointment of the Customer Experience Manager has worked towards this, with additional support being provided by a Customer Experience Officer who will be starting their role in June.
- 7.2 This initiative has been promoted by the commencement of the development of a Customer Charter for Stockport Homes. The aim is to develop a values-based charter that can be assessed and monitored by the start of the third quarter in 2023.
- 7.3 There has been a lack of customer service training over past years and so it is proposed to develop a training programme across all front-line staff that can be flexed for different roles, but should centre around the customer charter, developing some common vocabulary and improved practical approaches. Potential suppliers have been identified who will be delivering proposals to a panel of colleagues and customers in June.
- 7.4 Other key activities commencing are, in addition to setting up a colleague Customer Champions group review of responsive repairs no accesses, customer experience reviews of webchat and repairs satisfaction, further support and involvement in Legal Disrepair cases, and identifying key policy reviews that have a strong customer focus to ensure involvement in the review.

8. CONCLUSION

- 8.1 There were more formal complaints received against last year in each of the four quarters. This indicated an upwards trend of number of complaints being received, albeit the volumes are within expected range when taking a longer-term view.
- 8.2 Although the number of complaints relating to repairs and maintenance is similar to historic levels, the broader context in terms of increasing Housing Ombudsman scrutiny, changing customer expectations, and increased levels of concern and challenge relating to damp, mould, or condensation means that there is increasing levels of risk associated with failure in this service area.
- 8.3 Stage 2 escalations and HOS investigations also continue to be elevated against historic levels. Given the broader context, in terms of the increasingly visible and assertive Ombudsman, and the work being done to raise the profile and confidence in Stockport Homes' Customer Feedback process, this is expected to continue. This poses a challenge for the organisation in terms of the increased probability of escalation to the HOS and the associated reputational risk.
- 8.4 Positively, performance in terms of complaint handling within timescales remains very strong, and the investment in the Customer Experience team offers opportunity for Stockport Homes to respond to this challenge through enhancing an effective and positive complaint handling culture within the organisation.

Appendix One – Detail of Housing Ombudsman Service Investigations

Table i Detail of HOS judgements received in 2022/23

8.5 HOS Case ID	8.6 HOS Areas of Investigation	8.7 Stockport Homes Final Complaint Response	8.8 HOS Judgements
8.9 202100661	a) The landlord’s handling of the resident’s reports of damp, mould, and 8.10 condensation at the property b) The landlord’s handling of the resident’s reports of pests at the property and 8.11 the delay in completing associated repairs c) The landlord’s response to the resident’s concerns about the presence of lead 8.12 within the property 8.13 d) The landlord’s complaints handling 8.14	8.15 a) Not Upheld 8.16 8.17 b) No Judgement Provided 8.18 8.19 8.20 c) Not Upheld 8.21 8.22 d) Outside of Scope	8.23 a) No Maladministration 8.24 8.25 b) Service failure 8.26 8.27 8.28 c) No Maladministration 8.29 8.30 d) Maladministration 8.31
8.32 202213370	a) The landlord’s handling of repairs to the roof of the 8.33 resident’s property.	8.34 a) Fully Upheld	8.35 a) Reasonable Redress

Table ii Detail of HOS judgements received in 2023/24 for cases opened in 2022/23

8.36 HOS Case ID	8.37 HOS Areas of Investigation	8.38 Stockport Homes Final Complaint Response	8.39 HOS Judgements
------------------	---------------------------------	---	---------------------

8.40 202206238	a). The Landlords' handling of remedial works to the resident's property following reports of damp and mould. b. The Landlord's decision to refuse the resident a permanent decant.	8.41 a) Not Upheld 8.42 8.43 b) Not Upheld 8.44 8.45	8.46 a) Maladministration 8.47 8.48 b) No Maladministration 8.49
8.50 202209594	A complaint about a disputed administration charge following an alleged breach of lease by the leaseholder's tenants. 8.51	8.52 Not Upheld	8.53 Outside of Jurisdiction

Table ii Detail of HOS Cases opened in 2022/23 awaiting judgement

HOS Case ID	HOS Areas of Investigation	Stockport Homes Final Complaint Response
202208908	a) The handling of repair reports. b) The decision to charge residents for Wi-Fi through service charges. c) The response to concerns about the level of security provided by the concierge service. d) The response to reports of a damaged car in communal car park. e) Complaint handling.	a) Not Upheld
		b) Not Upheld with gesture
		c) Upheld
		d) Not Upheld
		e) Upheld
202218591	a) The landlord's response to the resident's reports of damp and mould throughout the property. b) The landlord's response to the resident's reports of woodworm.	a) Not Upheld
		b) Not Upheld

202213837	a) The landlord's handling of the resident's concerns about the standard of cleaning.	a) Partly Upheld
	b) The landlord's response to the resident's concerns about staff conduct.	b) Not Upheld
	c) The landlord's handling of the complaint.	c) Partly Upheld
	d) The level of compensation offered by the landlord and the resident's request for their service charges to be refunded.	d) Redress Offered
202113835	a) Resident's concerns about how they came to be rehoused at the property and the landlord's response to her wanting to return to Woodley.	a) Not Upheld
	b) Resident's concerns about the condition of the property let to her at the property and the landlord's handling of works needed to the property.	b) Not Upheld

Appendix Two Cases by Service Area

Table i – Complaints by Service Area

Directorate/Service Area	Q1-Q4 2021/22	Q1-Q4 2022/23	Change
Assistant Chief Executive	6	0	-6
Assurance	5	0	-5
Business Excellence	1	0	-1
Skylight and Customer Service (formerly Foundations)	32	51	+19
Housing Options, Homelessness and Allocations	10	19	+9
Carecall & Concierge	7	22	+15
Customer Access	5	2	-3
Customer Engagement and Inclusion	4	1	-3
Independent Living Services	6	7	+1
Operations	247	302	+55
Anti-social Behaviour Team	17	25	+8
Assets & Development	16	13	-3
Caretaking	6	12	+6

Customer Safety Team	16	18	+2
Greenspace	4	2	-2
Housing Services	3	0	-3
Investment	9	25	+16
Maintenance and Commercial Services (Three Sixty Maintenance)	141	167	+26
Tenancy and Estate Services	29	39	+10
Three Sixty (Construction)	5	0	-5
Three Sixty Living	1	1	0
Resources	3	7	+4
Customer Finance	3	7	+4
TOTAL	288	360	+72

Table ii – MP and Councillor Enquiries by Service Area

Directorate/Service Area	Q1-Q4 2021/22	Q1-Q4 2022/23	Change
Assistant Chief Executive	2	0	-2

Assurance	2	0	-2
Skylight and Customer Service (formerly Foundations)	169	212	+43
Housing Options, Homelessness and Allocations	151	194	+43
Carecall & Concierge	2	6	+4
Customer Access	1	1	0
Customer Engagement and Inclusion	0	4	+4
Independent Living Services	15	7	-8
Operations	332	279	-53
Anti-social Behaviour Team	91	56	-35
Assets & Development	15	15	0
Caretaking	3	2	-1
Customer Safety Team	9	4	-5
Greenspace	3	2	-1
Housing Services	5	0	-5
Investment	5	18	+13
Maintenance and Commercial Services (Three Sixty Maintenance)	86	81	-5

Tenancy and Estate Services	110	99	-11
Three Sixty (Construction)	1	2	+1
Three Sixty Living	4	0	-4
Resources	0	8	+8
Customer Finance	0	8	+8
TOTAL	503	499	-4

Table iii – Compliments by Service Area

Directorate/Service Area	Q1-Q4 2021/22	Q1-Q4 2022/23	Change
Assistant Chief Executive	1	4	+3
Assurance	1	4	+3
Skylight and Customer Service (formerly Foundations)	75	112	+37
Housing Options, Homelessness and Allocations	31	31	0
Carecall & Concierge	1	4	+3
Customer Access	10	32	+22
Customer Engagement and Inclusion	1	1	0
Independent Living Services	29	44	+15

Temporary Accommodation	3	0	-3
Operations	128	138	+10
Anti-social Behaviour Team	10	14	+4
Assets & Development	6	2	-4
Caretaking	6	12	+6
Customer Safety Team	10	8	-2
Greenspace	7	7	0
Housing Services	2	0	-2
Investment	1	7	+6
Maintenance and Commercial Services (Three Sixty Maintenance)	55	61	+6
Tenancy and Estate Services	29	19	-10
Three Sixty (Construction)	1	0	-1
Three Sixty Living	1	8	+7
Resources	0	4	+4
Customer Finance	0	4	+4
TOTAL	204	258	+54