


# HOUSING OMBUDSMAN SERVICE

The Housing Ombudsman Service looks at complaints about Housing Associations. The service is free to residents, it is independent and impartial. You can take a complaint to the Housing Ombudsman Service for investigation if you have completed our complaints process and the issues have not been resolved. They can also help if we are not responding to a complaint you made to us.

In the year 2023/2024 we received 6 complaints. A summary of the themes of the complaints received are listed below and you can see what we did as a result of these complaints.



Why does it cost a lot to contact our out of hours number on my mobile?

Contractors' approach must be respectful to us and our homes.

Keep in touch and communicate better with us. Update me on progress of my repair.

We listened and took action to change the way we provided our out of hours contact number.

We have set up a Contractor Code for all our contractors to sign up to, this includes treating our customers and their homes with respect.

We are striving to get better and staff receive regular training on this, we use texting, email etc to help with this.

**You can contact us and tell us what went wrong, we want to know and put it right, just speak to our staff or contact us by tel 01423 884018 or by email [info@hhal.org.uk](mailto:info@hhal.org.uk) or via the website <https://www.hhal.org.uk/contact>.**

Recently the Ombudsman asked all Housing Association to complete and publish a self assessment, performance and service improvement report and a response to this by the Board. This annual submission can be found on our website under [www.hhal.org.uk/About Us/ Performance Reports](http://www.hhal.org.uk/About Us/ Performance Reports).

## We have joined TPAS



TPAS brings tenants and landlords together through a wide range of services, giving independent and impartial advice, support, consultancy, and training. Whether you're a tenant or landlord, they are able to help provide the skills and knowledge so we can work together. By working together we can have conversations that matter, finding solutions, saving money and bringing lasting change to communities. Firstly we need to see where we are currently so we will be carrying out a self assessment shortly with TPAS around our Customer Engagement activities with you to see if we can improve.

**And Finally .....We are going out and about this summer carrying out our Estate Walkabouts. To find out when we are in your neighbourhood just scan the QR code.**



Would you like to be a **customer representative** for your Neighbourhood? You just need to come round on our walkabouts and point out the areas where you would like us to take action. Just come and join us on the walkabout we would love to see you. Look out for your text reminder!!



## Summer Newsletter



### We are here to listen to you! Satisfaction Survey 2024.

It doesn't seem that long ago but it has been 2 years since our last survey on how we have delivered services to you. We have all had a couple of challenging years since then but it is important we take stock and find out what you think about the services we deliver to you.

You will shortly be receiving an email or letter from Acuity, an independent research company who carry out the survey and analyse your responses for us.



You can do the survey online or return the survey in the self addressed envelope provided.

Please fill this in, it's your chance to tell us about our service.

We really would love to hear from you and don't forget that if you complete and return the survey you are automatically entered into a prize draw to win a £50 voucher, there are two on offer. The odds of winning are much higher than the lottery so be in it to win it!

If you have any queries about the survey you can contact us on tel 01423 884018 or email us on [info@hhal.org.uk](mailto:info@hhal.org.uk).

### Its Time....To Get Your Game On !!



Do you want to have the power to make the decisions about your home and how it is maintained? Are you up for the challenge to make decisions that aren't just right for you but others too? How much are you prepared to invest in things like kitchens and bathrooms? Simple, right, but can you decide who will have to wait and who won't?

At this year's Customer Event there will be a fun and interactive way for you to grasp the power and tell us what and where to spend your money. Why not come along to this event and help us understand what you want us to do. The event will be at:



**16 High Street, Starbeck,  
On  
Tuesday 20 August 2024  
from 5.30pm until 7pm**

A buffet and drinks will be available, so why not come along. Any queries please contact us on tel 01423 884018. **We hope to see you there.**

# HOW DO WE MEASURE UP?



Annually all Housing Associations must publish their performance on a number of set performance measures. The aim is for you, as customers, to be able to see how we are doing compared to others and, if necessary, hold us to account for poor service. Our performance compared to others for the year to 31 March 2024 is set out below and opposite.

There are two different types of performance measures. Tenant Perception Measures which are obtained from the last customer satisfaction survey undertaken and Management Information Measures which are calculated from activity during the year. Our last customer satisfaction survey was undertaken in December 2022 so the information below is from that survey. We will publish the results from the survey we are about to launch in our next newsletter.

Tenant Perception Measures	Survey Dec 2022	Landlord Comparison Median*	How HHA compare
1. Overall Satisfaction	85%	84%	😊
2. Has your landlord carried out a repair to your home in the last 12 months? If yes how satisfied or dissatisfied are you with the overall repair service?	85%	82%	😊
3. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	80%	83%	😐
4. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?	83%	81%	😊
5. How satisfied or dissatisfied are you that your landlord			
a) Provides a home that is safe?	90%	88%	😊
b) Listens to your views and acts upon them?	85%	73%	😊
c) Keeps you informed about things that matter to you?	83%	80%	😊
d) Treats me fairly and with respect?	86%	86%	😊
6. Landlords response to complaints handling (received in the last 12 months)?	50%	47%	😊
7. How satisfied or dissatisfied are you that your landlord keeps the communal areas clean and well maintained?	68%	72%	😞
8. Makes a positive contribution to the neighbourhood?	73%	72%	😊
9. Approach to handling Anti-Social Behaviour?	75%	66%	😊

The above table shows the performance information for HHA with comparison data taken from other small Housing Associations and represents a median performance figure. The table shows that HHA performs very well in comparison to other associations in most areas. There is always room for improvement and we take your comments very seriously. In our last survey you told us to get better on managing the communal area spaces and also to improve on how we respond to complaints. So at last years Customer Event we got your views on these areas and with the Customer Liaison Committee we have been working through the resulting action plan – we'll find out in the forthcoming satisfaction survey if things have improved. We are aiming to provide better communication on the services in communal areas and also provide quicker and more clearer solutions to complaints that you raise with us. If you would like to tell us about any other communal area improvements we can make then why not join us on the next Estate Walkabout in your neighbourhood, dates of those up and coming walkabouts can be viewed through the QR code on page 4 or on our website [www.hhal.org.uk](http://www.hhal.org.uk).

# HOW DO WE MEASURE UP?



The 10 Management Information Measures are shown below which cover how we, as a landlord, have performed. We have also provided a benchmarked comparison against other landlords of a similar size. The calculation on some of these measures, such as complaints, requires the results expressed per 1000 homes. This means that the formula scales up the actual number, in reality there were 6 complaints in the year, 1 of which went to stage 2. In respect of ASB cases HHA had no cases reported. Our repairs performance for those repairs with a 7 day and a 28 day target show that we are performing above the median for landlords. The team continue to work hard to chase contractors and get your repair work done as quickly as possible, within timescale and to a good standard. We also carry out satisfaction call backs on 50% of repairs and have received very positive comments from you. What do you think of how HHA has performed? Why not contact us and tell us what you think?

Contact us on 01423 884018 or email us on [info@hhal.org.uk](mailto:info@hhal.org.uk)

Management Information Measures	HHA 2024	Landlord Comparison Median*	How HHA compare
<b>1. Complaints relative to the size of landlord (per 1000 properties and not actual complaints)</b> <i>See below</i>			
Stage 1 Complaints	24.1	20	😐
Stage 2 Complaints	4	2	😐
<b>2. Complaints responded to within Complaint Handling code timescales (per 1000 properties)</b>			
Stage 1 Complaints	100%	100%	😊
Stage 2 Complaints	100%	100%	😊
<b>3. ASB cases relative to the size of landlord (1000 properties)</b>			
Number of cases (per 1000)	0	10	😊
Proportion of Hate Crimes	0	0	😊
<b>4. Homes that do not meet the Decent Homes Standard</b>	0	0	😊
<b>5. Repairs completed within target timescale</b>			
Emergencies (within 24hours)	100%	99%	😊
Non Emergencies (includes those 7 to 28 days)	95%	94%	😊
<b>6. Gas safety Checks</b>	100%	100%	😊
<b>7. Fire Safety Checks</b>	100%	100%	😊
<b>8. Asbestos Safety Checks</b>	100%	100%	😊
<b>9. Water Safety Checks</b> <i>HHA have no properties requiring this check</i>	N/A	N/A	
<b>10. Lift Safety Checks</b> <i>HHA have no lifts requiring this check</i>	N/A	N/A	

A larger volume of complaints than others is not necessarily a bad thing. At HHA we encourage a positive complaints environment so that we can learn and improve how we deliver our services.

\*Acuity Benchmarking Club Report 14 June 2024 predominantly smaller general needs landlords