Appendix 2

Overview of Complaints Received by New Vision Homes (NVH)

1.0 **NVH Complaints Report January 2019 to December 2019.**

1.1 Between 1 January and 31 December 2019 New Vision Homes received 106 expressions of dissatisfaction. Of these, 66 were treated as Service Failures, 38 were dealt with at Stage 1 and 2 were dealt with at Stage 2.

1.2 In addition to the 106 cases, one case reached the Appeal Stage and is being dealt with by Woking Borough Council in line with the Complaints Policy.

1.3. Of the 106 expressions of dissatisfaction; 29 were for works not completed/time taken to complete the works, 21 were about poor customer service/lack of response, 15 regarding the poor standard of work and 14 because of late or missed appointments. In addition, 13 were owing to staff/operatives conduct, 7 around health and safety issues, 4 were fundamentally a repairs enquiry and 3 were concerning Anti-Social Behaviour.

1.4 PiLON (previous repairs contractor) was the primary source of dissatisfaction for 67 of the cases, whilst TSG (current gas contractor) was responsible for 15, Pinnacle Cleaning (current cleaning contractor) caused 6 of the cases, whilst NVH was the source of dissatisfaction for 15. Towards the end of the year, NVH dealt with 3 cases about Breyer Group (current repairs contractor)

1.5 The average time taken to deal with Service Failures was 5.36 days. Of these 66 cases, 4 of them accounted for 210 days and if these were treated as exceptions and taken out of the figures, the average time taken to deal with a Service Failure was 2.3 days.

1.6 The average time taken to deal with Stage 1 complaints was 14.29 days. Of these 38 cases, 4 of them accounted for 277 days and if these were treated as exceptions and taken out of the figures, the average time taken to complete a Stage 1 complaint would be 8.15 days.

1.7 The time taken to deal with the two Stage 2 cases was 9.5 days.

REPORT ENDS