

**Overview of Complaints Received by New Vision Homes (NVH)**

**1.0 NVH Complaints Report January 2020 to December 2020.**

- 1.1 Between 1 January and 31 December 2020 New Vision Homes received 83 expressions of dissatisfaction. Of these, 13 were treated as Service Failures, 65 were dealt with at Stage 1 and 5 were dealt with at Stage 2.
- 1.2 In addition to the 83 cases, **xxxxxxx** case reached the Appeal Stage and is being dealt with by Woking Borough Council in line with the Complaints Policy.
- 1.3. Of the 83 expressions of dissatisfaction; 22 were for works not completed/time taken to complete the works, 17 were about poor customer service/lack of response, 24 regarding the poor standard of work and 9 because of late or missed appointments. In addition, 10 were owing to staff/operatives conduct, and 1 was concerning Anti-Social Behaviour.
- 1.4 Breyer Group (repairs contractor) was the primary source of dissatisfaction for 69 of the cases, whilst TSG (gas contractor) was responsible for 1, whilst NVH was the source of dissatisfaction for 13.
- 1.5 The average time taken to deal with Service Failures was 2.53 days. Of these 13 cases, 1 of them accounted for 16 days and if this was treated as an exception and taken out of the figures, the average time taken to deal with a Service Failure was 1.4 days.
- 1.6 The average time taken to deal with Stage 1 complaints was 9.95 days. Two cases were not responded to within the target of 14 days the reason cited for their slippage was staff workloads.
- 1.7 The average time taken to deal with the Stage 2 cases was 9 days.

REPORT ENDS