

FOI Request - OVIR00342

Date - 6th July 2020

1. Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

Date	Reason	Investigation (Stage 2)	Upheld	Outcome
07/10/15	Not confident in work carried out	Yes	Yes	Surveyor/Housing Officer visited the property. Found to be completed satisfactorily
03/11/15	Unhappy with mess left by contractor	No	Yes	Contractor returned to clear
26/11/15	Repair outwith time scale provided	No	Yes	Contacted contractor to attend that day
30/11/15	Repair outwith time scale provided	No	Yes	Contractor attended that day
03/12/15	Unhappy with time to deal with repair	No	Yes	Contractor attended that day
16/12/15	Poor communication (Contractor)	No	Yes	Contractor contacted requesting update to tenant
11/02/16	Poor communication (Contractor)	No	Yes	Contractor contacted requesting update to tenant (to feedback what improvements would be made)
19/02/16	Unhappy with standard of work	No	No	Work completed to standard
07/04/16	Unhappy with standard of work	No	No	Work completed to standard
08/07/16	Repeated visits for repair	No	Yes	Apology from contractor and repair done to satisfaction

24/08/16	Poor service from contractor	Yes	Yes	Arranged meeting with contractor to discuss
25/08/16	Poor service from contractor	No7	Yes	Contractor to contact tenant & attend to repair
04/12/17	Not happy with repair	No	Yes	Contractor contacted tenant , repair completed satisfactorily
14/02/17	Carpet damaged from repair carried out	Yes	Yes	Discussions held with tenant and agreed outcome of compensation
14/04/17	Not happy with amount of visits made by contractor	No	No	Corresponded with contractor who provided full explanations, shared with tenant
11/08/17	Damaged flooring after heating system replaced	No	No	Ex-gracia payment
25/08/17	Contractor refused to visit after 8pm	No	Yes	Policy reviewed
02/11/17	Dampness in property	No	No	Inspection raised
19/11/17	Unhappy with condensation	Yes	Yes	Further works required
23/11/17	Unhappy with contractor out of hrs service	No	Yes	Conversion held with contractor re service provided
03/04/18	Unhappy with damage during repair	Yes	No	No further response from complainant
04/04/18	Lack of clarity from contractor	No	Partial	Letter of works provided
06/08/18	Repair not carried out	Yes	No	Expectation of complainant not within OVHA Maintenance policy
10/08/18	Follow on work not reported	No	Yes	Work instructed to be done
12/09/18	Unhappy with repair	Yes	No	Expectation of complainant not within OVHA Maintenance policy
03/10/18	Contractor did not turn up for appointment	No	No	Spoke with contractor to arrange another suitable apt with complainer

27/11/18	External contractor left area untidy	Yes	Yes	Area cleaned and spoke with contractor for future work being carried out
11/02/19	Gas left on after gas service	No	Yes	Contractor spoke with engineers and included in toolbox talk
02/10/19	Condensation on windows	No	No	Further advice provided to tenant
28/12/19	Unhappy with return visits to repair	No	Yes	Inspection by OVHA
08/06/20	Conduct of staff members	Yes	No	Complainant asked for further details, did not respond to this

2. Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

The Fife Housing Register has its own complaints procedures, complaints about applications are handled by the FHR team and complaints about allocations are handled by each FHR Partner.

If we receive a complaint about an allocation this will be registered as a service delivery complaint. We have received no complaints about about allocations from applicants or prospective tenants over the last 5 years.