

Overview of Complaints Received by New Vision Homes (NVH)

1.0 NVH Complaints Report January 2021 to December 2021.

- 1.1 Between 1 January and 31 December 2020 New Vision Homes received 114 expressions of dissatisfaction. Of these, 19 were treated as Service Failures, 80 were dealt with at Stage 1 and 15 were dealt with at Stage 2.
- 1.2 No cases reached the Appeal Stage and were dealt with by Woking Borough Council in line with the Complaints Policy.
- 1.3. Of the 114 expressions of dissatisfaction; 1 was in relation to income recovery procedures, 1 related to cleaning standards, 2 related to the allocation procedure (not a New Vision Homes decision), 7 related to staff and contractor conduct, 18 related to quality of repairs completed 23 related to poor communication from staff and contractors and 62 related to non attendance or protracted repairs timescales.
- 1.4 Breyer Group (repairs contractor) was the primary source of dissatisfaction for 74 of the cases, whilst TSG (gas contractor) was responsible for 20, with NVH the source of dissatisfaction for 11. Thameswey was responsible for 6 of the complaints, with WBC responsible for 2 and the cleaning team 1.
- 1.5 The average time taken to deal with Service Failures was 1.84 days. Of these 19 cases, 1 of them accounted for 11 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 1.3 days.
- 1.6 The average time taken to deal with Stage 1 complaints was 13.83 days. 14 cases were not responded to within the target of 14 days. The reason cited for their slippage was staff shortages due to illness and self isolation.
- 1.7 The average time taken to deal with the Stage 2 cases was 45 days. This includes the rectification of issues which includes some larger works such as roofing replacements.

REPORT ENDS