



YORKSHIRE  
HOUSING

# COMPLIMENTS AND COMPLAINTS REPORT

2016

2017



# WELCOME TO OUR REPORT

This report gives the key figures about the customer compliments and complaints we recorded in the 12 months up to 31 March 2017 and compares these to the year before.

## COMPLIMENTS

Compliments	2015-16	2016-17
Total compliments received	118	130

  

Top compliment reasons	2016-17
High quality repair work and operatives	53%
Support services	19%
Great service neighbourhoods	13%
Positive customer service advisers	9%

“  
*The contractor was brill! They were here within an hour, really good service*  
”

“  
*We wish to thank you for the very prompt attention to our boiler breakdown*  
”

“  
*You arrived exactly on time and had the job completed in three and a half hours*  
”

“  
*Thank you to the operative, I was very pleased with the service*  
”

“  
*The contractors were very helpful, friendly, always cleaned up and left no mess*  
”



# COMPLAINTS

At Yorkshire Housing we see complaints as an opportunity to improve our services and better meet our customers expectations. We are pleased that our customers see value in making complaints and find it easy to do so.

Complaints	2015-16	2016-17
Total complaints	506	660

Complaints received by service area	2016-17
Property services	438
Housing services	186
Yorkshire Housing other	36

Top complaint reasons	2016-17
Lack of communication	18%
Time taken to complete repair	17%
Missed or late appointments	13%
Poor quality of repair	12%





# HOUSING OMBUDSMAN

## From Yorkshire Housing customers

Landlord enquiries / complaints received	2015-16	2016-17
Responsive repairs	7	11
Tenants behaviour	3	7
Customer advice	0	1
Moving to a property	2	2
Charges	0	3
Estate management	1	4
Complaints handling	2	2
Governance	0	0
Occupancy rights	0	2
Staff	1	2
Property condition	1	4
Home ownership issues	1	1
Compensation	1	2
<b>Total received</b>	<b>19</b>	<b>41</b>

**Commentary from complaints scrutiny panel** - “Seen an improvement in the standard in replies of complaints. Progress has also been made in the time taken to investigate and reply to customers. This is now underpinned by higher standard of reporting.”





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HOUSING**

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**Please send any questions about our customer compliments  
and complaints to [customerservices@yorkshirehousing.co.uk](mailto:customerservices@yorkshirehousing.co.uk)**



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