Harlow Council
Working together for Harlow

Appendix B

HTS Group
HTS (Property & Environment) Limited
• Proudly serving Harlow •

Report of		Title:	
Debbie Hardy		Performance & Quality	
Name of Meeting:	Date of Meeting:	Agenda item:	Status:
JPRM	28 June 2018	Complaints	Information

'Proudly Serving Harlow'

1. Synopsis

This report provides a summary of the complaints against HTS (P&E) Ltd. for the month of May 2018. This includes the following services:

- Environment
  - Mobile Cleaning
  - Parks & Landscapes
  - Street Cleaning
  - Transport
- Housing
  - Capital & Third-Party Works
  - Responsive Repairs & Voids
  - Technical Services

2. Findings

2.1 Complaint Auditing

Harlow Council's complaints officer and the customer services team audit for May has been carried out and **NO** variations were identified for the sixth consecutive month.

The following analysis has been applied to complaints that have been closed within the current reporting period to mirror the mechanism used by the client.

The overall number of complaints completed during May was 31. It should be noted that 19 of the 31 complaints received were not upheld thus leaving a net total of 12 valid complaints in the month. There were 5 escalations for the month 4, of which proceeded to stage 2 and 1 to stage 3. It should be noted that all of the escalations were **not upheld**.

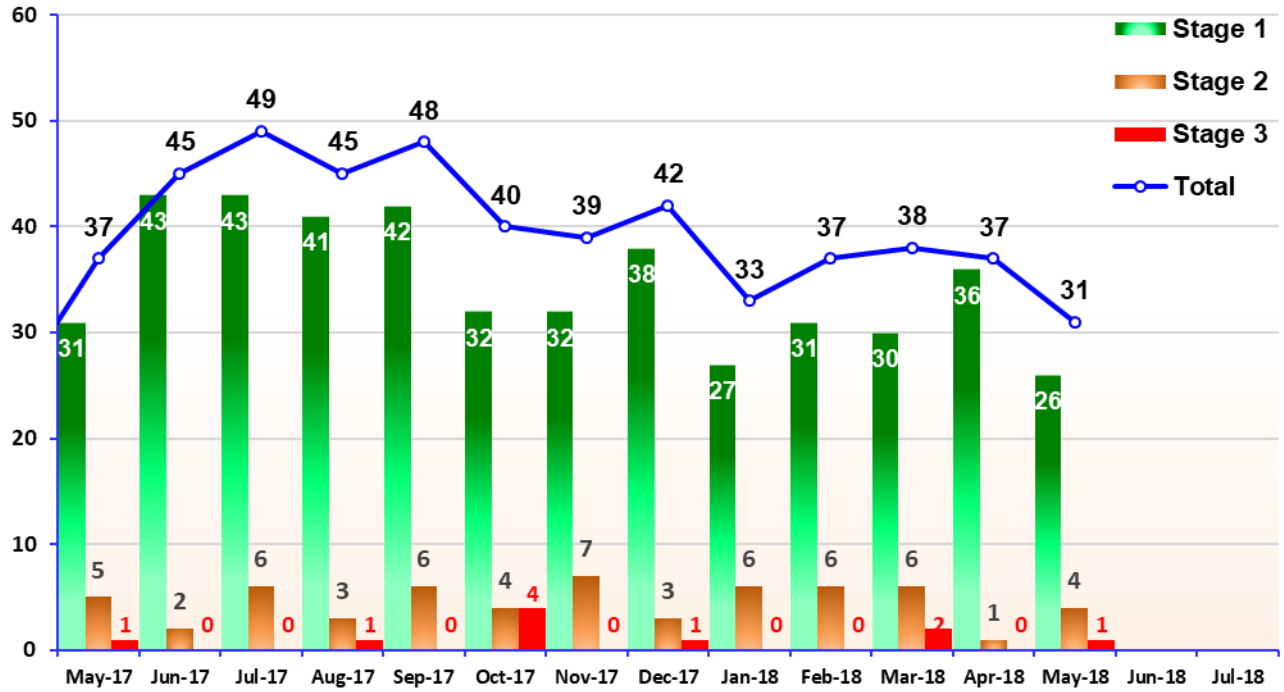
Please see below a summary of all complaints as well as total jobs completed since May 2017 for HTS (P&E) Ltd.

	Stage 1		**Stage 2**		**Stage 3**				
Area	**Upheld**	Not Upheld	**Upheld**	Not Upheld	**Upheld**	Not Upheld	**Total**	**YTD**	**YTD, Jobs Completed**
Environment	**1**	3	**~**	1	**~**	~	**5**	**7**	
Housing	**11**	11	**~**	3	**~**	1	**26**	**61**	**6,986 0.97%**
Non-Housing	**~**	~	**~**	~	**~**	~	**~**		
Total	**12 (39%)**	**14 (45%)**	**~**	**4 (13%)**	**~**	**1 (3%)**	**31**	**68**	

Report published: 16/07/18

The below chart summarises the volume of all **Upheld** and **Not Upheld** complaints closed over the last month.

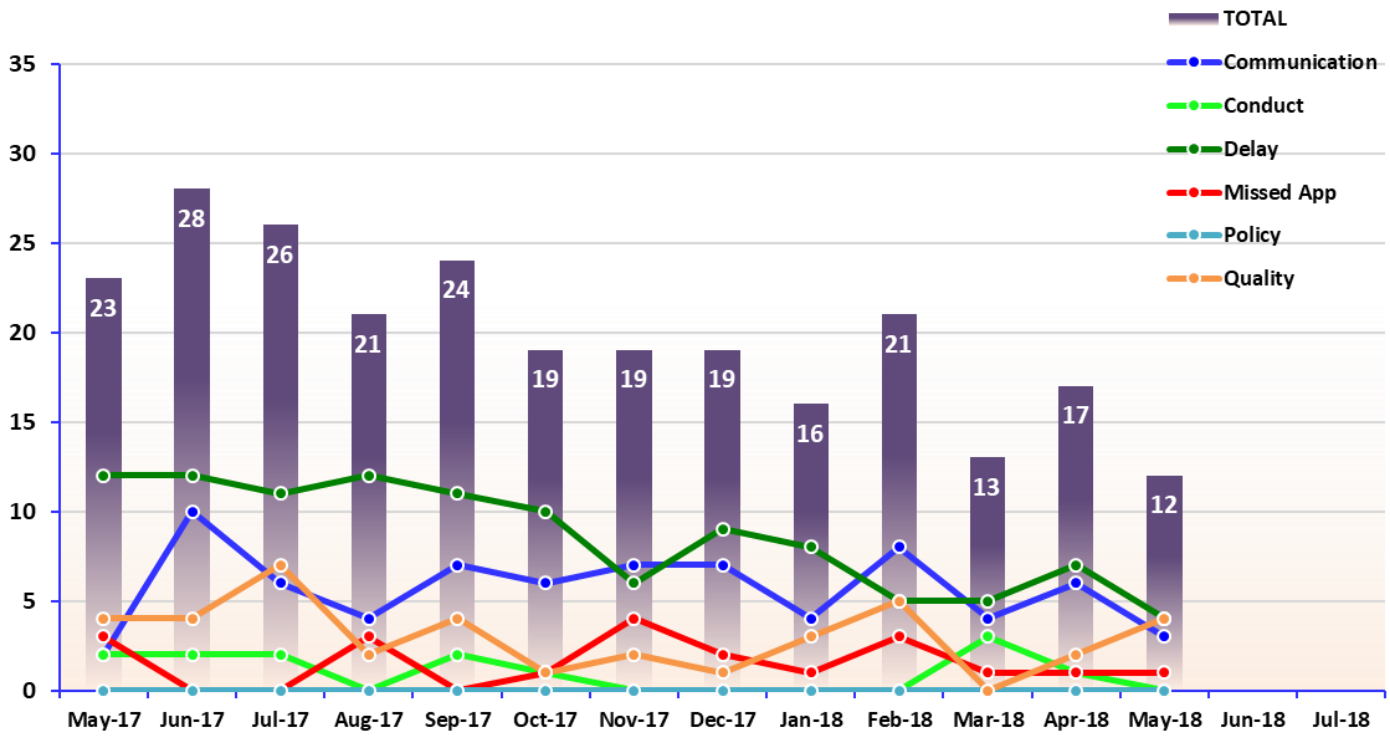
HTS All Complaints Analysis



Upheld Complaints

The chart below shows all **Upheld** complaints over the last month.

HTS Upheld Complaints Analysis



Report published: 16/07/18

Investigation and Explanations

Please see below extracts of 3 complaints that were upheld due to delay/timescales not met against 3,190 jobs completed in May.

Delay/timescales not met

1.Window repair delayed and tenant was not kept informed.

2.Customer unhappy with delays in installing new boiler due to having to have an asbestos survey carried out. The complaint was partially upheld as the customer had intermittent heating and hot water during this process.

3.We were due to carry out fence replacement but there were large bushes which required cutting back. Although we raised a fencing ticket to be raised we did not coordinate this with our parks and landscapes department. Causing a delay to work.

Complaint Escalation Review

Please note for the month of May, **4**x stage two complaints were escalated. All of which were **not upheld.**

Stage 3 complaints

1x stage three complaint was received for the month of May 2018 which was not **upheld**.

Summary:

Complaints report is shared with team supervisors/managers to highlight areas of concerns particularly around missed opportunities to resolve complaints at stage 1 and 2.

It should be noted that since we have shared the information with the managers and supervisors we have seen a marked improvement in complaints for delay/timescales not met.

There were no non-housing complaints during May 2018

Glossary:

Quality of work
Level of service provided and work completed.

Missed Appointment
HTS (P&E) Ltd. missing pre-booked appointments.

Delay
Time taken for repair requests to be carried out/customer's perception of when work should be carried out but generally within priority.

Communication
Advising customers if appointments are going to be delayed or follow on works are required.

Conduct
Customers' perception of all staff at HTS (P&E) Ltd.

Policy
Joint policy arrangements between HTS (P&E) Ltd. and Harlow Council that customers feel both should provide.

3 Members' enquiries

The reports for May 2018 identified **fourteen** returns for members' enquiries. Member enquiries are now reviewed daily and the Customer Service Team have been tasked with advising members of all completions by e-mail within a 10-working day period if passed to other departments and one working day for general enquires.

All members' enquiries were completed within allocated response timescale.

Red Text indicates enquiry exceeding target response time of 10 working days.

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Sue Livings	01/05/18	01/05/18	16/05/18	Repairs & Maintenance – Carpentry	The notice board in Seeleys is letting in water and damaging the posters.	CH74358898 – A job ticket has been raised under job reference 979149. We have also advised where the keys are if required.	Email sent 01/05/18
Cllr Chris Vince	27/04/18	01/05/18	14/05/18	Cleansing & Environment – Dumped Rubbish	Dumped rubbish outside 227 Hornbeams.	CH74052136 – All items were removed on 30/04/18 at 7:55 a.m.	Email sent 03/05/18
Cllr Nick Churchill	11/05/18	15/05/18	25/05/18	Cleansing & Environment – Dumped Rubbish	Dumped rubbish on the footpath next to the slope leading to 209 Brockles Mead .	CH75341876 – All items were removed on 14/04/18 at 10:50 a.m. The asbestos has been reported to Harlow Council to dispose of.	Email sent 15/05/18
Cllr Nick Churchill	14/05/18	16/05/18	29/05/18	Cleansing & Environment – Dumped Rubbish	Dumped rubbish in flat block 207 – 251 Brockles Mead.	CH75596980 – All items were removed on 15/05/18 at 13:55 p.m.	Email sent 16/05/18
Cllr Nick Churchill	14/05/18	16/05/18	29/05/18	Cleansing & Environment – Dumped Rubbish	Dumped rubbish on grass opposite 263 Brockles Mead next to bin cupboard.	CH75596710 – All items were removed on 15/05/18 at 13:40 p.m.	Email sent 16/05/18
Cllr Chris Vince	17/05/18	21/05/18	01/06/18	Cleansing & Environment – Dumped Rubbish	Dumped rubbish near Slacksbury Hatch.	CH75923643 – All items were removed on 18/05/18 at 13:15 p.m.	Email sent 21/05/18
Cllr Chris Vince	17/05/18	21/05/18	01/06/18	Cleansing & Environment – Dumped Rubbish	Dumped building material by the Atlantic Fish Bar.	CH75924082 – All items were removed on 18/05/18 at 13:20 p.m.	Email sent 21/05/18
Cllr Mark Ingall	17/05/18	21/05/18	01/06/18	Cleansing & Environment – Dumped Rubbish	Dumped rubbish by 110 Radburn Close	CH75925206 – All items were removed on 18/05/18 at 13:15 p.m.	Email sent 21/0518

Councillor	Date received at HDC	Date received in admin	Target Date	Service	Details	Outcome	Date response to Cllr
Cllr Ian Beckett	22/05/18	22/05/18	06/06/18	Parks & Landscapes – Grass Cutting	Only 50% of Nicholls Field playing fields were mowed on 21/05/18. Why was this?	CH76264451 – The operative concerned started cutting in Nicholls Field a day early as he had some spare time and will complete the round today.	Email sent 22/05/18
Cllr Chris Vince	22/05/18	22/05/18	06/06/18	Parks & Landscapes – Playgrounds	The roundabout needs oiling in the play area opposite Harbert's Road	CH76285168 – An officer from Parks and Landscapes has carried out an inspection and it would appear to be a design feature, the nylon interior expands in the heat and slows the turning, although the equipment is still safe to use.	Email sent 24/05/18
Cllr Ian Beckett	22/05/18	22/05/18	06/06/18	Parks & Landscapes – Grounds Maintenance	Overgrowth at the rear of 105 Longfield has not been attended to and the roots of the bushes have caused subsidence.	CH7626558 – Parks and Landscapes have advised that we are contracted to cut the top of the hedge once a year. However, both sides were cut at the end of last summer and again in the winter. The hedge will be faced back in the summer rounds which take place in August. With regards to the subsidence, this would need to be discussed with the resident's insurance company.	Email sent 29/05/18
Cllr Maggie Hulcoop	22/05/18	22/05/18	06/06/18	Repairs & Maintenance – Carpentry	The electric cupboard is dangerous in flat block including 114 Carters Mead. Please inspect.	CH76273384 – A job ticket was raise under job reference 982343 and we attended on 25/05/18 to re fit the hinge and secure the electric box to the wall which now means that the door is securely shut. We trust that this has now rectified the issue.	Email sent 29/05/18
Cllr Nick Churchill	26/05/18	29/05/18	11/06/18	Cleansing & Environment – Dumped Rubbish	There are items of dumped rubbish on the grass opposite 263 Brockles Mead, next to the bin compound.	CH76720304 – All items were removed on 29/05/18 at 8:30 a.m.	Email sent 30/05/18
Cllr Danny Purton	31/05/18	30/05/18	14/06/18	Repairs & Maintenance – Wet Trades	There is unfinished plastering work at 143 Blackbush Spring.	CH77118858 – CL responded to this on 30/05/18. This was sent directly to CL and not through the correct channels. Advised that the appointment has already been made with the tenant to commence works on 07/06/18. Due to the timescale and extent of the works required the team have contacted the resident to arrange mutually agreeable dates to carry out the works in phases.	Email sent 30/05/18

Appendix (b): Analysis of reasons for Upheld complaints

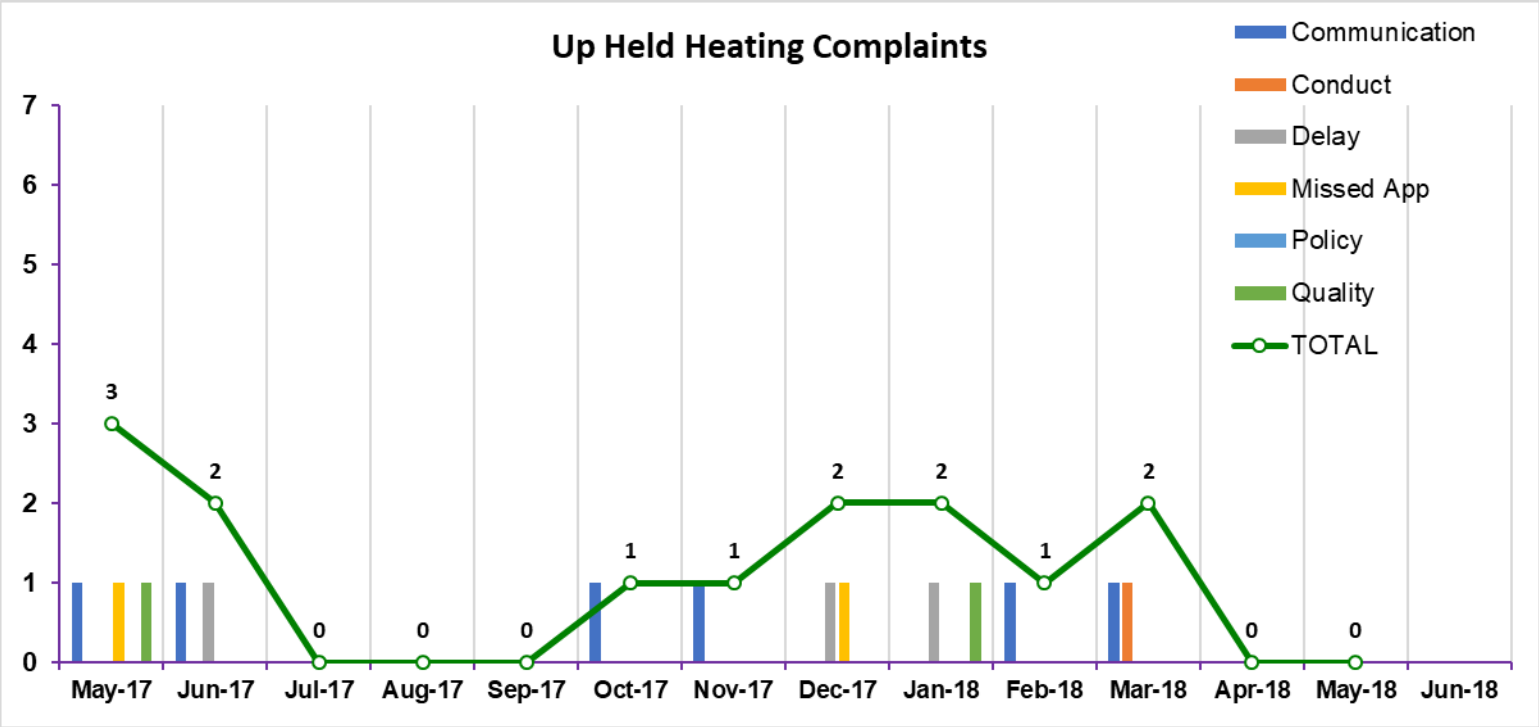
Housing	Communication			Conduct			Delay/Time Scale Not Met			Missed Appointment			Policy			Quality of Work			Total
Stage	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
Capital & Third Party																1			1
Response Repairs & Voids	3						3			1						3			10
Technical Services																			
																			11

Environment	Communication			Conduct			Delay/Time Scale Not Met			Missed Appointment			Policy			Quality of Work			Total
Stage	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
Mobile Cleaning																			
Parks & Landscapes							1												1
																			1

Appendix (c): Analysis of reasons for Heating Complaints

It should be noted that the total number of complaints received against our heating department for May stands at 1, which was **not upheld**.

The chart below shows which areas the complaints were upheld.



Appendix (c): Analysis of reasons for Heating Complaints

It should be noted that the total number of complaints received against our heating department for May stands at 1, which was **not upheld**.

Investigations into all upheld complaints

1. **Communication** - Error on IT system leading to tenant not receiving gas service appointment letter.
2. **Communication** - New warm air unit needed to be installed following several repairs. Tenant not kept informed.
3. **Communication** - Although we are within target for this work to be carried out we apologised for the lack of communication.
4. **Communication** - Letter requesting access for gas safety check, should not have been sent as clerical error on our part. Tenant does not have gas in property.
5. **Communication -** Although the work was carried out within the allocated target times, the resident has experienced poor customer service due to delay in parts order
6. **Delay/timescales not met** – Timescale provided to replace radiator and incorrectly advised the delay was due to the suppliers.
7. **Delay/timescales not met** – boiler condemned and time taken to install a new one; delay caused through asbestos check
8. **Delay/timescales not met** – Boiler condemned and time take to install a new one; delay caused through asbestos check
9. **Missed appointment** – booked for a Saturday; engineer unable to locate address, wrong telephone number provided on job ticket
10. **Missed Appointment** – Due to lack of customer service and the appointment being missed for gas service.
11. **Quality** – Due to tenant being incorrectly advised that 3 radiators would be replaced before obtaining authorisation from team leader.
12. **Quality** – Parts kept being changed to the warm air unit when it should have been replaced.
13. **Communication -** Although we have attended within our priority timescale set by Harlow Council, the customer was not provided with clear information as to when we would be able to attend.
14. **Communication** – Administrative error the customer was expecting an operative to attend on 02/03/18 as per telephone conversation, but he failed to attend.
15. **Conduct** – On going vibration issues with the boiler and the customer overheard comments made by the supervisor.