



hebridean housing
partnership

Complaint Learning 2023 - 2024

1 April 2023 – 30 June 2023

Case Study	What Happened?	What did we do?	What did we learn?	Officer Responsible	Date Action Required
1	Tenant complained that garden flooding was not being taken seriously and work promised had not been actioned.	Apologised to the tenant about the lack of communication regarding the timing of the programmed works. An update was also provided from the contractor.	Ensure that decisions are communicated to tenants and they are provided with a timescale.	Investment Manager	Immediate

Note: no recorded learning 1 July – 30 September 2023

1 October 2023 – 31 March 2024

Case Study	What Happened?	What did we do?	What did we learn?	Officer Responsible	Date Action Required
1	A complaint was raised that the contractor was taking too long to address some defect issues at a new build following a leak.	We had regularly chased the contractor, at a minimum weekly, to get the work completed. It was escalated to the Development Manager and Contractor's senior representative.	We should have given a deadline and if they have not completed all the work by then, use our main reactive contractor and invoice new build contractor. We should also be clear which work is related to the immediate defect and which work will be completed at end of defects period.	Development Manager	Immediate