

## HYELM Annual Complaints Performance and Service Improvement Report 1<sup>st</sup> October 2023 – 30<sup>th</sup> September 2024

### 1. Review of Complaints 2023 -24

During 1<sup>st</sup> October 2023 – 30<sup>th</sup> September 2024 we received 4 complaints in total from 4 residents living in Old Street HYELM, owned by HYELM.

- 3 complaints were about how the decant process (during refurbishment major works) were coordinated and communicated.
- 2 complaints related to communication – about decants, notice about apartment viewings and communication generally.
- In all 4 complaints, the complainants were satisfied with the outcome at Stage 1 and no complaints were escalated to Stage 2.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

	Date of complaint	Nature of complaint	Complaint Stage	Complaint upheld?	Responded to within deadline?	Resolved at Stage 1 Y/N
1	October 2023	Coordination of apartment decant. Lack of communication regarding decant. Lack of communication generally. Length of time of refurbishment	1	No  Yes  No  No	No. Extensions were applied due to further additions to the overall complaint.	Yes
2	Feb 2024	Coordination of decant caused disruption and absence from work (subsequent loss of earnings).	1	Yes	Yes	Yes
3	April 2024	Coordination of decant. Apartment not ready, move delayed and subsequent impact.	1	Yes	Yes	Yes
4	June 2024	Housing Team not giving prior notice of access to shared space to conduct viewings. A request to do so.	1	Yes	Yes	Yes

## 2. Learning and service improvements

The majority of complaints (3 out of 4) were about the coordination of apartment decants for refurbishment major works. This includes changing dates / timescales and communication about changes to timescales.

The remaining complaint was about communication and giving prior notice of viewings.

The common theme across all complaints was communication with residents when organising decants or access to apartments.

Learning points and service improvements:

Issue	Learning
Lack of communication and changes to decant / moving dates.	That receiving information, and a lack of information about refurbishments and decants (transfer to alternative apartments) has an impact on our residents and that we need to give as much notice as possible and coordinate the decant process with residents to minimise the impact on them.
Last minute delays to refurbishment causing changes to decant / moving dates for residents.	That last minute changes to planned dates has an impact on our residents' lives, especially how they have organised their moving and work commitments. We have reviewed our refurbishment schedule to agree a more realistic timeframe reducing the likelihood of last-minute delays.
Lack of notice / communication regarding viewings in shared, communal spaces. A resident was not given notice that a member of staff was showing a prospective tenant around a shared kitchen.	We recognise that although the shared, communal areas in apartment clusters are not considered to be private spaces that it does have an impact on our resident's day to day lives if prospective residents are shown these areas without giving existing residents notice.

### Service improvements

- We have changed our procedure for communication about refurbishment decants and moves back to refurbished apartments. We now have set timescales in place for notification of upcoming moves (minimum of 1 month notice), and tenants are met with in person to discuss the move, plan their move and answer any questions they have.
- We have changed our procedure for management of the decant process and refurbishment works. We have improved monitoring of contractor work hours, and review of contract requirements and realistic milestones for works. We have reviewed our refurbishment schedule, agreeing more realistic timescales for each phase to reduce the likelihood of last-minute changes.
- We have changed our procedure for carrying out viewings, with improved communication regarding access to shared areas as courtesy and in respect of privacy.

### 3. Conclusions

The complaints we received in 2023/24 were predominantly in relation to our refurbishment works, and the coordination and communication around these works and the decants and moving dates for our residents.

All complaints had the underlying theme of communication with residents to notify them of important dates and events such as apartment decants / moves and viewings happening.

The learning from these complaints has led to changes in policy and procedure which we have implemented. We are always keen to learning from complaints, and our team are easy to contact on [Hi@hyelm.com](mailto:Hi@hyelm.com) and 020 7336 9000 and we are grateful for any feedback on our complaints process.

## **Board's Response to the Annual Complaints Performance and Service Improvement Report**

On 28<sup>th</sup> January 2025 the Board received:

- The 2023/24 annual complaints performance and service improvement report for residents living in homes owned and managed by HYELM.
- An update to the Complaints Policy for residents living in homes owned and managed by HYELM to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024.
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of HYELM's complaints system.

The MRC and the Board have considered and approved the self-assessment that the Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. HYELM adopts the Housing Ombudsman definition of a complaint as an expression of dissatisfaction. This gives the Board assurance that HYELM are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign.

One of HYELM's values is integrity – we are open, honest and transparent. As a small provider owning and managing 125 affordable rented homes for young, working people in London the Board considers a summary of each complaint and the lessons learning from individual complaints. Given our size, HYELM does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key theme across complaints. Policies, procedures, training and plans for major works have all been improved or adjusted in 2023/24. The Board will continue to monitor the feedback on communication through the individual complaints reported to Board during 2024/25.

