

## Park Properties Housing Association Annual Complaints Performance and Service Improvement Report and Register 1st April 23 to 31st March 24

Nature of sumplaint	PPAA investigating silling	g Date complaint Date comple Received automaticity	nt Marking Days to all asknownisje out	Agreed Involve side	Cale Id? response to complaint sent	Marking days for response (from advanced edgement or more of extension older)	folios upustions	Ende Pullions up additions compilated	Dulsome	Lessons Learned	Balus	Reason for equilation	Date completed evoluted to stage 2	numbers W	Sorting Days to anknoweringer	Agreed extension date	Sale 20 day response E sant i	Clays from to complaint send	ment Code compl	tris Date complaint	Pullou up adhers	Outcome	Lessons Learned	Comments
Parking Issues reported on scheme	LV	04.04.23 05.04.23	1	n/a	06.04.23	1	None required	06.0424	identified 4 customers parking in restricted zones. PPHA wrote to these customers to remind them of the acceptable parking areas		Closed													
Poor handling of sales process - Shared Owner	39	22.06.23 22.06.23	0 1	27.06.23	27.06.23	٥			Customer issues were caused by delayed payment disaudown, impacting the purchase of the scheme. Full review of this issue, with lessons learned, taken to May Board 2023 in Agencia laws, 1994-8 (sout Paul Rating) privatious Process Review. Lessons learned and implementation plan approved in full at Board.		Escalated to stage i	Customer wasn't satisfied with the outcome and didn't feel all of the Issues highlighed at Stage 1 had been addressed	07.10.23 07	10.23	۰	nja	nla	13.10.24 7	13.10.2	13.10.24	nla	£4000 compensation accepted by the customer due to service failures identified	Fund drawdown process between practical completion and actual completion has been reviewed at Board level to ensure customers are informed they are not able to move in to their property until actual completion has taken place.	
Damp and mould and delays to door numbering on the scheme	EB .	30.06.23 02.06.23	2 3	27.06.23	27.06.23	۰		29.06.23	Stage 1 response was revisted and the outcomer was offered compensation for service delivery failure in the form of 1 months rent	improved process surrounding property handover quality to note defects prior to customer move-in: including appointment of project manager role.	Closed													
Compensation request for missing the and bit store keys, request to asker service forge and management flees as a residu.	LH	02.01.24 04.01.24	2	nla	O4.01.24	٥	Additional layer required to be delibered to custom er		consideration and production that consideration is not and the second consideration of the co	housined sums hould of composition to SRIF1, S. 4, 7,5 and online have been extracted to the specific top, model that these properties, and the specific top, model that the properties, and the specific top and the speci	Closed						-							
Defects repairs	ьн	20.02.24 20.02.24	0	nla	27:02:24	s	None required		Full response within complaints folice:	Nundows process improvements, ensuring that defects are literatified at final rang applictment and other with EA/Developer.	Escalated to stage 2	Customer is unhappy with the resonan- regarding the cacked recide to the building. The designer have attracted to fill the casks but the castical state of the tasks of the castical state of the same ctfl visible.	10.05.24 10	35.24	٥	Ongoing					independent surveyor to assess the cracked render on the building which will determine the outcome/next actions.			until the Dava is so unable to meet to disclasse the complainer. Othership called or 17 meet 100 has been strong called or 17 meet 100 has been seen to confirm disclasse and the confirm of the confirm
Damp and mould	ET .	29.02.24 01.03.24	2	n/a	04.03.24	1	Independent damp and mould surveyor attedring property to assess on 12.03.24	12.03.24 12.03.24	F94.A acted appropriately in expediting this with the developer but there have been some ongoing issues with this scheme which require further tovereigning. This has now been escalated to a higher level within Relivary (developer) and an independent survey arranged to assess any remaining issues.		Closed													
Unhappy with Service Charges	LH	26.03.24 27.03.24	1	n/a	27:03:24	۰	None required	27.03.24	Dissatisfaction regarding the service charge budget		Closed													
Customer believes defect information use mideading Managing agents mis handling of repairs Loss of food due to delay of repair	MA (3rd party)	27.03.24 27.03.24	0	nia	05.04.24	7			Compensation offered to outcomer by managing agent Pinnacle Connect due to poor handing of repair	Amende Connect is addressing the number of cells customers had to make to track the regist. Mose sessing that the right lettor matter is being produced to customers around properties that are out of the defect pelos. Pleasable have agreed to increase compression to EUG which has been suggested to the customer. Customer also watered EUG completed but following fleedbash from the developer we don't deem this recessary.	Escalated to stage 2	Customer is unhappy with the response from Pinnacle Connect	8.4.24 9	1.24	1		24.04.24	24.0424 19		24.04.24	None			Customer was not provided with clear information regarding the repair assponsibility which may have led to delays in this regair being attended to compensation of £150, to cover the cost of the food loss and contribute towards cost of wages and the inconvenienceedured.