

Park Properties Housing Association Annual Complaints Performance and Service Improvement Report and Register 1st April 24 to 31st March 25

Nature of complaint	PPHA Investigating officer	Date complaint Received	Date complaint acknowledged	Working Days to acknoweldge	Agreed extension date	Reason for extension	Date full response to complaint sent	Working days for response (from acknowledgeme nt or extension)	Follow up actions	Date Follow up actions completed	Date complaint closed	Outcome	Lessons Learned	Status	bate compliance scalated to stage 2	int Date o acknowledge	Working Days to acknoweldge	Agreed extension date	Date 20 day response sent	Date full response to complaint sent	Days from adknoweldgemen t to response	Date complaint resolved	Date complaint dosed	Follow up actions	Outcome
Service diverges, Insurence and a service diverges in the service of the service	rr	06.0724	08.07.24	0	06/08/2024	Extension requested due to various external surface for surface and surface for surface fo	06/08/2024	o	There is wire right series drop, increased and foreignment for t	18/08/2024	19(08/2024	Additional New which continues was not made source of a the time of sale were surfaceed.	heaver and security of the sec	closed											
Defect toward and used wid by developer	ſΓ	29.07.24	29,0724	0	23/08/2024	Complaint deadline extended due to external parties involved - Developer response required	23/08/2024	۰	Developer outcome unsatisfactory. Complaint non-referred to NNBC-sho will contact the customer and developer directly requesting this defect.	13/01/2025	13/01/2025	Compensation product to the customer: Court of large oliver - version (14.5) gas from 1.4 Nover - 430' COSAL COST - Version (14.5) gas from 1.4 Nover - 430' COSAL COST - Version (14.6) gas from 1.4 Nover - 430' COSAL COST - Version (14.6) gas from 1.4 Nover - 430' COSAL COST - Version (14.6) gas from 1.4 Nover - 430' COSAL COST - Version (14.6) gas from 1.4 Nover - 430' COST - Version (14.6) gas from 1.4 Nover	enters a subtemes are provided with all relevant and accorate costs during the sales process. Castimers FAG used to all agents to trave to continue FAG used to all agents to trave to continue FAG used to all agents to trave to continue during the sales process and other signatures. Enters are might properties are inspected prior to sale destinate disciplance lessures are noted and apprecia and properties are standard and agent and properties are disciplance little sales and according to the sales are being annual standard and apprecia and properties are sales and according to the sales are being annual standard and apprecia for the sales are being annual standard and pure the fatiging out and served to the sales and according to the sales and according to the sales are sales	closed											
Shared Ownership purchase Completion date delay/lack of communication	Вн	26.10.24	28.10.24	o	N/A	N/A		o	Keep customer updated with regards to completion timeframes, particularly where delays occur.	N/A	28/01/2025	Customer had experienced delay with purchase which was out of PPHA as this was due to delays with the property developer. PPHA agreed that communication will be improved to ensure the customer is fully wave of timescales.	Customers to be regularly updated in regard to any property delays during the sales process	closed											
Insurance Premium: customer unhappy with fevel of charges	cs	06.02.25	06.02.25	o	N/A	N/A	20.02.25	10	No follow up actions required.	N/A	20/02/2025	Outcome is not happy that the insurance charged within SC is a land ord insurance policy and the charges incorporated. The customer is responsible for these charges within the terms of their lease and we don't feel there is cause for this complaint. Each of the concerns raised with the charges have been explained to the customer and advised within the stage 1 response letter.	Ensure oustomers are fully aware of their	scalated - Stage		5 21/02/2025	0	N/A	N/A	27/02/2025	4	12/06/2025		Oustomer was advised that if they have any outstanding concerns with regards to the charges that hey are able to escalated to the Housing Ombudsman or first-tier tribunal	Housing ombudsman rejected the complaint. Customer has paid outstanding insurance
Length of time taken to resolve drafrage. Value with garden	Pinnacle AR - Emily Cook	10.03.2025	11.03.25	1	NJA	NAA	13.03.2025	3	voluntees to commons stocating up with developing. Phendix "Me have been that interest they have attended to the phendix of th			Ga is implement as on on possible for this garden and a out resolves the law. Proceeds are a keeping in does contact with the developent to obtain a resolution. Compensation C 25.90 for food and electric charging for car during decent.	This was a defect issue which was raised with the developer. Compensation was paid to the customer due to the additional costs secured from being decented.												