

Complaint Statistics: Hillcrest Housing Association and Gowrie Care Ltd

2007/08

HHA

GC

92	Number	9
84%	acknowledged within timescale	100%
89%	responded to within timescale	67%

- 87% were made by Tenants;
- 75% related to Asset Management issues;
- 18% related to Housing issues.

Further breakdowns showed that:

- 23% of complaints related to gas servicing issues;
- 7% to grounds maintenance issues;
- 21% to repairs;
- 9% to staff behaviour/attitudes.

2008/09

HHA

GC

86	Number	3
87%	acknowledged within timescale	100%
65%	responded to within timescale	67%

- 87% were made by Tenants
- 72% related to Asset Management issues
- 17% related to Housing issues

Further breakdowns showed that:

- 23% of complaints related to gas servicing issues
- 8% to grounds maintenance issues
- 20% to repairs
- 10% to staff behaviour/attitudes.