

Welcome to SYHA's new customer forum!

South
Yorkshire
Housing
Association



syha.co.uk

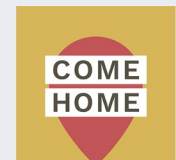
We're excited to launch a brand-new Customer Forum at South Yorkshire Housing Association!

This forum is your space to share your views, feedback, and experiences on a range of housing topics, and to help shape the way we do things.

These sessions have been created in direct response to what customers have told us – that they want more opportunities to get involved in the evenings, to fit around work, caring responsibilities, and other commitments.

Thank you for your time and we hope you enjoy the session.

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Session Guidelines

Before we get started, here are a few simple things that will help the session run smoothly and make sure everyone gets the most out of it:

- We really welcome everyone to take part in a friendly and positive way, helping us create a relaxed and welcoming space for all.
- Please give others time to share their views and listen respectfully when someone else is speaking. Everyone's experience matters.
- To help us stay focused on today's topic, we ask that personal or individual issues aren't discussed in the session. We are happy to support you with these outside of the session.
- We want everyone to feel safe and included, so we don't accept any discriminatory, intimidating, or offensive behaviour or language.
- We kindly ask that everyone treats each other and our staff with courtesy and respect at all times.

Thank you for helping us make this a respectful and enjoyable session for everyone.

Using Microsoft Teams

To help the session run smoothly and make sure everyone has a chance to take part:

- Everyone will be placed on mute when they join.
- If you'd like to speak, please use the 'Raise Hand' function.
- If you don't feel confident speaking, you're very welcome to use the chat – we'll be actively monitoring this throughout the session.
- Though we would love to see who you are, there isn't an expectation to have your camera on – please do whatever feels most comfortable for you.

The session is about listening to your views. All feedback is welcome and valued.

If you have any difficulties joining or taking part, please let us know using the chat and a member of the Engagement Team will help where we can.

Introductions

Carina Kemp – Head of Customer Experience
(complaints, call centre, and engagement)

Redacted Staff Name – Customer Engagement Lead

Redacted Staff Name – Customer Experience Officer

Welcome to the South Yorkshire Housing Association Annual Complaints Performance and Service Improvement Report.



Why do we produce a report?

It is a requirement of the Housing Ombudsman Complaint Handling Code 2024 that we produce this report.

However, it's not the only reason. Learning from complaints really matters to us:

- Complaints help us learn about any problems with our services
- We find out if our customers are unhappy and try to put this right for them.
- They are an important way for us to listen directly to what our customers really think.

Why should I read this report?

- We want you to know we are listening!
- We want to be open and honest about any challenges we face, and your voice makes a difference – you can read what changes we have made in response to complaints
- You might recognise a problem you have experienced and see what we are doing about it
- It's important to us that you know we take complaints seriously and use them to improve.
- You can read a more detailed report and our self-assessment, or find out more about how we deal with complaints by visiting our website

Complaint Report for Customers

What is the report?

This report looks at the complaints we receive and what we have learned from them.

It is a requirement of the **Housing Ombudsman Complaint Handling Code (2024)** but, more importantly, it helps us understand where our services are working well and where we need to improve. Complaints give us valuable insight into customers' experiences and help us put things right.

Why do we want your views?

We want to show that we are listening and learning.

Your feedback helps us be open and honest about the challenges we face and the changes we are making in response to complaints. You may recognise issues you've experienced and see how we are addressing them. Hearing your views helps us improve our services and make sure complaints lead to real, positive change.

Questions

Did this report do the following?

- ☐ Gave me useful information
 - ☐ Explained things clearly
 - ☐ Was interesting to read
- ☐ Was easy to read and understand

Can you tell us what you like about it?

Can you tell us what you don't you like about it?

How do we handle complaints at SYHA?

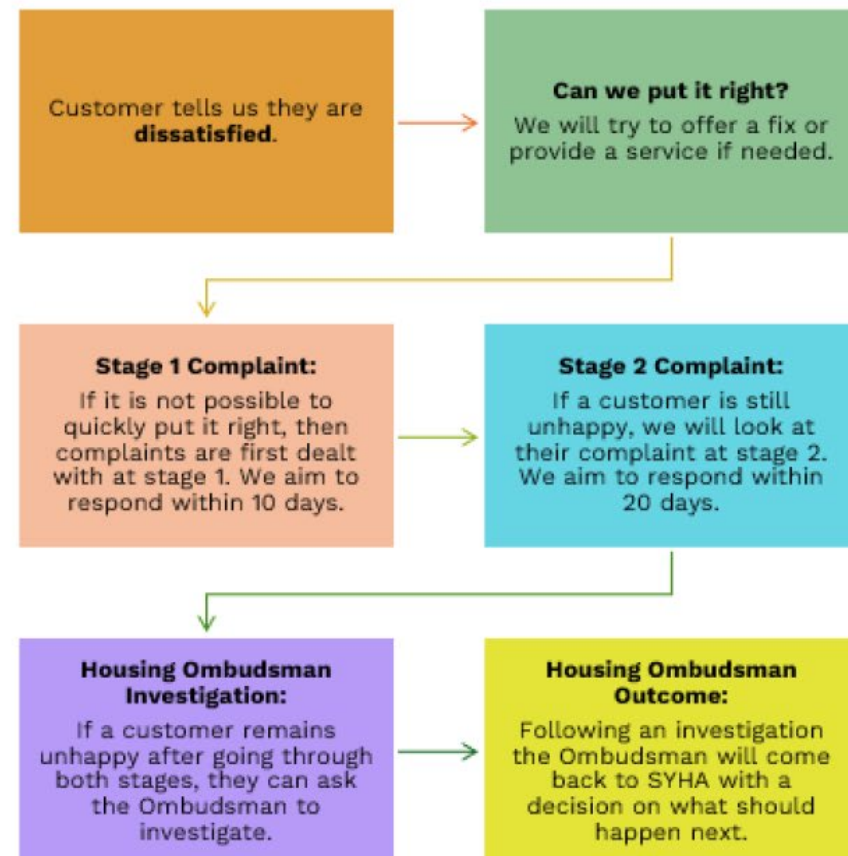
We believe that everyone deserves a home they can settle in, and access to support and opportunities that can help them to thrive. We always aim to provide great services for our customers.

Your feedback – good or bad – helps us see what's working well and where we can improve.

If something goes wrong, please let us know so we can fix it.

Our Complaints Process is simple, and you can contact us in person, by email, phone, letter or through our website.

Our Complaints Process



**Does the report clearly explain the
complaints process?**

How could we explain it better?



Why have customers complained?

We always look into the reasons or 'root causes' of why our customers have made complaints.

This year the top three reasons why a complaint was made are:

Customer Care & Customer Service

- This makes up 33% of all our complaints, and includes issues such as cancelled or late appointments, and poor or unclear communication.

Responsiveness

- This makes up 25% of all our complaints and includes issues such as how quickly we respond to repairs.

Quality of Housing

- This makes up 21% of all our complaints and includes issues such as damp, mould and condensation problems in homes.

Complaints about customer care have increased this year, especially around communication. This affects all areas of the business, and we're looking into it further.

Does the report clearly explain the reasons why customers complain?

How could we explain it better?

Data

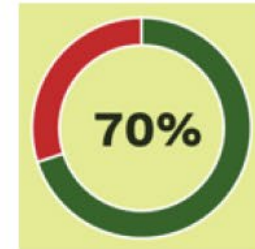
How quickly do we respond to complaints?

- We aim to respond to Stage 1 complaints within 10 working days
- We aim to respond to Stage 2 complaints within 20 working days
- Sometimes we need more time. This is called an 'extension' and we monitor these carefully.

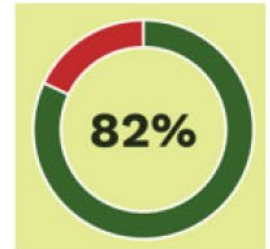
Our performance for Stage 1 complaints



stage 1
acknowledgement sent within 5 working days



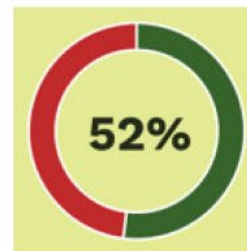
stage 1
responses within 10 working days



stage 1
responses within Code complaint timescales*

*The Housing Ombudsman Complaint handling code – met with an additional 10 working days

Our performance for Stage 2 complaints



stage 2
responses within 20 working days



stage 2
responses within the Code timescales*

*The Housing Ombudsman Complaint handling code – met with an additional 20 working days

Is there too much or not enough?

Is the data easy to understand?

How could we make it easier?

Learning from complaints

What did we learn this year?

It's important we learn from complaints to improve our services for everyone.

This year we improved the way we record and share what we learn, and we have:



We will share “You Said, We Did” updates on our website every quarter.



Improved our repairs services by trialing a dedicated member of staff for complaints & introducing new text messages to remind customers of repairs appointments.



We've improved communication by making our website clearer and giving staff more support to handle complaints.



We've updated our Anti-Social Behaviour Policy and worked with LiveWell services on complaint handling

How can we improve and what is important for you to know?

Do you think we show how we learn and make changes from complaints in the report?

If not, what would be a better way for us to show you this?

Housing Ombudsman Investigations

Housing Ombudsman Investigations

If a customer remains unhappy with our handling of their complaint, they can ask the Housing Ombudsman to investigate.

This year 5 customers have asked the Housing Ombudsman to investigate the handling of their complaint. The Housing Ombudsman has reached an outcome on 3 investigations:

The Ombudsman identified areas for improvement in all three investigations and found that we had maladministration in complaint handling and in our response to repairs. We have apologised to the customers affected and have taken action to implement the Ombudsman's recommendations and orders to put things right.

We are sorry we didn't meet our standards with these complaints, and we've learned from them.

- We need to do more to support customers with extra needs.
- We must follow through on what we say and stick to our policies.
- Our complaint responses should be clear, caring, and show we understand how customers feel—especially in cases of anti-social behaviour.
- When compensation is needed, we must make sure it's fair for everyone affected



The Housing Ombudsman is an important service that helps protect your rights.

Does the report clearly explain the role of the Housing Ombudsman and when you can take a complaint to them?

How can we help you to understand it more?

Is there anything else that would be helpful to include in the report that we don't currently include?

Anything else you want to share?

Are there any other subjects you would like covered in future online forums?

What happens next?

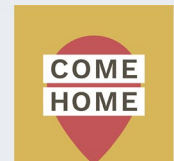
- Thank you for taking part and for taking the time to share your views.
- **Name the new panel** – We will ask Customer Committee to chose a name and include any suggestions made by you.

Listening and learning – We will carefully review everything you've told us and explore what changes we can make to improve this year's report.

Your voice heard – Your feedback will be shared with our Customer Committee, which includes three customer representatives.

**Thank you
for attending!**

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