

# COMPLAINTS CASE STUDIES

The following case studies are examples of complaints that Caledonia Housing Association has investigated in the past:

## Complaints Case Study A

A plumbing repair was not completed and the tenant had understood the plumber would be returning later that day to complete the repair.

**Customer's Expectations:** Contractors should make it clear to tenants that parts are required to complete a repair.

**Investigation:** Checked our contractor on their procedures for updating tenants where parts are required

**Outcome:** Contractors will now hand a card to the tenants where a return visit is required with a spare part. This informs the tenants of an expected return date and a contact number for the contractor. It will also help the contractor keep track of outstanding jobs so they can communicate with the tenants if parts are taking longer than anticipated to arrive.

**Learning:** The Association needs to work closely with contractors to ensure tenants are kept informed.

## Complaints Case Study B

Tenants at a sheltered housing complex felt the time taken to silence a fire panel was excessive, after the Scottish Fire & Rescue Service had attended to determine the cause of the alarm sounding.

**Customers' Expectations:** Fire panel to be silenced timeously and to understand the procedures for silencing the alarm.

**Investigation:** Clarified the procedures with the Association's out of hours provider (BR24); checked the contracted time scales for the approved contractor to attend to re-set a fire alarm system and contacted the Scottish Fire & Rescue Service to clarify their position on silencing fire panels.

**Outcome:** We have revised our procedures and BR24 will alert Caledonia when the Scottish Fire & Rescue Service **has not** silenced the alarm. If this occurs during normal working hours the nearest available Scheme Manager will be asked to attend to silence the system in advance of an engineer attending.

The current contract allows the engineer up to 2 hours to attend and silence the alarm. The contractor confirmed even if the fire system is still sounding, any further fire incidents would be picked up by the system.

**Learning:** Caledonia Housing Association should ensure all tenants are informed of the policy for silencing fire alarm panels at their development.