

Listening to You

Making a complaint, compliment or comment with
Knowsley Housing Trust



Complaints from 1st April 2018 – 30th September 2018

Number of complaints resolved	90
Number of complaints where KHT accept they have made a mistake	43 (47%)
Number of complaints not handled within timescales	0

What have complaints been about?

Vivark	55 (61%)
Tenancy Management	8 (9%)
Caretaking and ground maintenance	6 (7%)
Income	4 (4.5%)
Safer communities team	4 (4.5%)
Other	13 (14%)

What has been done to improve our service as a result?

- Customers can now provide identification required for Property Pool Plus via email.
- We have increased the number of documents we accept as verification for Property Pool Plus applications.
- Customers of our furnished tenancy service are now sent a text by the furniture suppliers before they arrive.

You can make a complaint, compliment or comment using the following methods:

- ✓ By speaking to a member of staff at one of our offices
- ✓ By telephoning 0151 290 7000
- ✓ On-line, via our website www.k-h-t.org
- ✓ You can send us a letter to the following address: Complaints, Compliments or Comments, Knowsley Housing Trust, Lakeview, Kings Business Park, Prescot, Merseyside, L34 1PJ
- ✓ A 3rd party or advocate can also make a complaint referral on your behalf. This may include a friend, councillor or external agency (e.g. TESS).

Compliments

The Independent Living Advisor is a pleasure to deal with and always responds to queries.

The plasterer did a great job and left the room spotless. Nothing was too much trouble for him.

The care and repair team did an excellent job. I could not fault the service.

KHT complaints procedure (during this period)

- Level 1: Investigation by a Complaints Advisor – 10 working days to respond
- Level 2: Review and investigation by a senior member of staff – 15 working days to respond
- Level 3: Review by a complaints panel