

Complaints Performance and Annual Report 2023/24

Written by Simon Morrell, Complaints Officer

This report provides details on activity relating to complaints that Vivere Living has dealt with in the Financial Year 2023/24.

It looks at the response and outcomes to these complaints and any lessons learned. This report is to be read alongside the self-assessment return and the complaints policy. We report annually in line with the Complaint Handling Code issued by the Housing Ombudsman. In March 2024, we also undertook a customer survey to get their feedback and views about how we have performed in the past year. The results of this survey and the complaints review were reported to the Governing Board.

Our Performance

During the year, we have dealt with 2 complaints (2023/23: 0) at the review stage, with no complaints requiring further escalation. One complaint related to a trip hazard caused by an EV charger cable across a public footpath which was resolved through appropriate cable protection. One complaint related to a tenant's maintenance of the external area which was resolved with the tenant by facilitating bulk waste collection.

We undertook a tenant satisfaction survey in March 2024. We had 19 responses (20% of tenants at the time). 90% were overall satisfied with the service delivered by Vivere Living Limited. Other positive responses included 100% of residents were satisfied that Vivere Living makes a positive contribution to their neighbourhood and 95% were satisfied with Vivere Living Limited's approach to handling anti-social behaviour. Lower scoring responses were in relation to how Vivere Living listens to tenant views (81% satisfied) and Vivere Living keeps me informed about things that matter to them (86%).

We intend to improve on this moving forward by improving our website and our communication with tenants.

Governing Body Response

"We are pleased with our positive Tenant Satisfaction Survey and the low level of Customer Complaints. This reflects the close relationship we have with our customers and availability of the team to resolve any issues effectively and in a timely manner."

Gavin Angell, Chief Executive Officer.