

(i) Lessons Learned relating to Complaints 2022-23

Background to service improvement	Lessons Learnt	Service improvement
To improve how we provide information to tenants when they are permitted to move by mutual exchange.	To provide clearer information to all tenants the date their tenancy will commence and the date they are permitted to move.	Clearer information is now provided to all tenants prior to mutual exchanging.
To improve how contractors working on behalf of MDH are providing the appropriate advice to the tenant when carrying out gas servicing.	To ensure the contractor working on behalf of MDH are providing the tenant with appropriate advice when it has been identified that the tenant may be struggling to use access their gas meter.	Clearer guidance will be provided to the tenant by the contractor.
To improve MDH's processes relating to land sales on their estates.	To carry out a review of processes associated with land sales and also the standard letter templates relating to this.	Clearer processes relating to land sales and standard letter templates have been reviewed.
To improve how MDH and window contractor provides information to a tenant on preparing for a window installation.	To ensure that the window contractor's standard letter mirror images the information provided in their Resident's Handbook in relation to support available in helping the tenant to move furniture prior to window installation.	Clearer information is now available to the tenant to avoid confusion of what support is available e.g moving furniture.
To identify if silverfish is present at a property. This service improvement was identified following a Housing Ombudsman Service report.	To ensure that officers are asking the right questions to ascertain if silverfish are present in the property to allow further investigations to take place	Orchard text has been amended so that officers ask the right questions
To improve how we grant permission for tenants to have CCTV at their home	To ensure that officers are acting in accordance with policy and procedure	A CCTV Policy has been drafted and approved by Cabinet
To improve record keeping of acknowledging triage emails	To improve record keeping	The Technical Support & Repairs Team acknowledge triage emails.

<p>To provide reassurance to those residents impacted by a letter advising of the latest edition of MDH newsletter. This was in regards to corrupt data provided by a Business Objects programme used by MDH when sending mailshots.</p>	<p>To provide reassurance to this residents impacted by incorrect data</p>	<p>MDH sent a letter to those residents impacted by the letter</p> <p>Data breach reported</p> <p>Raised awareness of error on social media</p> <p>MDH took immediate action to respond quickly to error</p>
<p>To raise awareness of costs associated with running a Positive Input Vent (PIV) at a Council property</p>	<p>To raise awareness of running costs associated with running a PIV and to offer tenants the choice to set according to their preferences</p>	<p>MDH's standard letter has been amended accordingly to reflect running costs of PIV</p>
<p>To raise awareness of tenants having contents insurance</p>	<p>To promote tenants contents insurance</p>	<p>Information promoted on MDH's social media pages</p>
<p>To raise awareness of property history on MDH's housing management system.</p>	<p>To improve information held about a property</p>	<p>An UDC has been placed on MDH's housing management system to advise Officers to check the history of the property.</p>
<p>To raise awareness amongst staff the correct Ombudsman to refer complaints to</p>	<p>To improve communications provided to the complainant</p>	<p>Staff were briefed on complaints out of the Housing Ombudsman Service restriction</p>
<p>To be clear how MDH will deal with changing of utility providers when a tenancy ends but the property becomes Use & Occupation or a joint/sole tenancy ends</p>	<p>To ensure that the Use & Occupation resident or joint/sole tenant is not inconvenienced by MDH switching their energy provider to British Gas whilst they remain in the property</p>	<p>Staff have been given clear guidelines to provide the Void Manager with information when a tenancy is due to end and when a Use & Occupation account or a joint/sole tenancy has been set up</p>