

## Annex D – Lessons Learnt

### (i) Lessons Learned relating to Complaints 2024-25

Background to service improvement	Lessons Learnt	Service improvement
To improve the information that MDH provides to residents in regards to their succession rights	To amend internal staff procedures in relation to succession rights. To clarify succession rights and under occupation within our Tenancy Management Policy	MDH's Procedures and Tenancy Management Policy have been updated.
To improve how staff process and review flexible tenancies	<p>To amend internal staff procedures in relation to flexible tenancies. This will ensure that the correct processes are followed.</p> <p>In addition, staff responsible for reviewing flexible tenancies will be given appropriate training.</p>	<p>Procedures will be updated.</p> <p>Staff provided with training.</p>
To improve information provided to tenants about providing a clear maintenance zone for when external works are required to a property	To review our MDH leaflets and handbooks to providing more clarity for tenants on using gardens/paths to ensure that they don't fall into a maintenance zone, therefore not placing anything that can't be easily be moved. This will ensure that any chance of damage to possessions is reduced	Working progress, MDH documents to be updated
To improve our complaint responses	To review the information we include within our complaint responses	Where applicable, we now try and provide a timeline of events within our complaint responses so that the resident has sight of any historical information that may be

		relevant to their complaint.
<p>To improve our knowledge of tenants vulnerabilities to help to tailor our services to meet their individual needs</p> <p>To have a clearer understanding how a tenants vulnerabilities may have been impacted as a result of a formal complaint made</p>	<p>To promote tenants to report any vulnerabilities so that we can tailor our services to meet their needs, to have a greater understanding on how their vulnerabilities impacts them and to allow us to make any reasonable adjustments</p>	<p>MDH will promote raising awareness through their social medial platform, newsletters and on the back of rent statements</p>
<p>To comply with recommendations by the Housing Ombudsman Service to improve how we manage permission requests.</p>	<p>To improve letter templates, procedures and update MDH's Improvements to Council Properties Policy</p>	<p>We set up a working group to look at procedures, letter templates and our policy relating to permission requests</p>
<p>To promote better record keeping and how we deal with security related repairs</p>	<p>To improve how we prioritise security related repairs, ensuring our records are kept up to date.</p>	<p>We will ensure that all security related repairs are prioritised and that records are accurately maintained for all reported issues</p>
<p>To promote better communications with our tenants</p>	<p>To improve how we communicate with our tenants in regards to scheduling specialised repair works</p>	<p>We will ensure that when specialised work is required, these works are scheduled promptly and the tenant is communicated with promptly to avoid delays</p>
<p>To support staff's knowledge on how to access information</p>	<p>To refresh our repairs operatives knowledge on how to quickly check our housing systems to check the asbestos database</p>	<p>Relevant staff have been given training on how to access asbestos information</p>
<p>To have a clearer process in regards to ending a tenancy on the Public Trustee</p>	<p>To improve communications between staff and representatives of a deceased tenant</p>	<p>MDH's Public Trustee processes have been updated</p>

To provide clearer information on how a resident can contact us in regards to their complaint	To improve how a resident can contact us.	MDH letter and email templates have been updated with easy information on how to contact us
To support a positive outcome to a complaint raised and improve tenant satisfaction	To improve tenant satisfaction	As soon as MDH had been made aware that a builder who had previously built one of our estates had gone into administration, we took prompt action to find an alternative contractor to deal with a leak at one of our properties which had originally come under the builder's warranty
To support a positive change to how we manage MDH's commercial units	To improve standards	We have implemented many changes from when we took over the management of the commercial units from another part of the Authority, with much clearer leases and regular condition surveys