

## COMPLAINTS PROCEDURE/POLICY

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### 1. INTRODUCTION:

We hope that your tenancy will go smoothly, but we know that sometimes things can go wrong. If you feel that we need to put something right, please tell us by following the procedure set out below.

We are committed to dealing effectively with any complaints you have. If we have made a mistake we will apologise and try to put things right.

We review complaints regularly. Wherever possible, we will use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided.

### 2. HOW TO CONTACT US:

We want it to be simple and convenient for you to raise a complaint, make a comment or pay us a compliment.

**Your Landlord & Property Manager is:** To Be Provided on Final Draft

- **Call:**
- **Email:**
- **Write to:**

### 3. REPORTING AND TRACKING REPAIRS:

By using the above contact details or on OpenRent tenant portal or through the property WhatsApp Group.

## 4. COMPLAINTS HANDLING PROCESS

### **Do I have to complain or can somebody else do it on my behalf?**

You are complaining about something which has happened to you or to someone in your household, so it is better if you make the complaint yourself. If you don't feel confident in doing it yourself e.g. because English isn't your first language or because you are ill, you may ask someone else to do it for you. You must ensure that you give them written authority so that we know that they have the right to make the complaint.

### **What can I complain about?**

Examples of what may constitute a relevant complaint could be:

- taken too long to do a repair
- over-charged you for something
- been rude or offensive to you
- breached our agreement with you

### **When should I complain?**

As soon as possible after the event about which you wish to complain, but certainly within four weeks.

### **How should I complain?**

Please use the contact details on page 1 to call, message, write a letter or email to raise your complaint. It is helpful if you keep it brief. Collect together any evidence to support your complaint e.g. an invoice, photographs, etc. but don't send it to us at first. We will ask for this if we need it. In this event, please don't send the originals, only copies. Please tell us what you would like to happen as a result of your complaint.

### **Who should I complain to?**

Please use the contact details on page 1

### **What will happen to my complaint?**

#### **Stage 1:**

Once we have received your written complaint, we will acknowledge it within 5 working days.

We will investigate it and consider any evidence, if necessary, we will then supply a written response within 10 working days from the date of acknowledgment. If it is going to take longer e.g. because some of the people concerned are away, we will tell you how much extra time we need.

If we feel that your complaint is justified, in whole or in part, we will include a proposal for action we will take to resolve it. You should accept or reject our proposal within ten

working days. If we haven't heard from within that time, we will assume that you agree with our proposal and put it into action.

### **Stage 2:**

If you are still dissatisfied after you receive a stage 1 response, you can request to progress your complaint to the final stage (stage 2). We will acknowledge a stage 2 complaint within 5 working days and supply a written response within 20 working days.

### **Will the investigation be confidential?**

We cannot guarantee your complaint will be confidential, but we will only make the details of your complaint known to people whom it concerns or in other situations where it is relevant.

### **What should I do if I'm not happy with the outcome of my complaint after Stage 2?**

Our investigation and any proposals which come out of it will be in good faith. There is nothing more that we can do. If you are unhappy with the outcome, you could consult your local Citizens Advice Bureau or Housing Advice Centre; ask a local solicitor for advice or contact the Property Ombudsman.

## **REPAIRS POLICY**

### **Repairs and Maintenance**

#### **1. Planned Maintenance Programmes:**

We implement scheduled maintenance tasks to uphold the safety and quality of our property. This encompasses regular upgrades to heating systems, windows, doors, bathrooms, kitchens, and periodic renewal of furniture, furnishings, and decorations. Maintenance schedules are reviewed annually with additional ad-hoc maintenance conducted as necessary.

#### **2. Periodic Inspections:**

The property undergoes inspections every six months to assess its condition and address any maintenance issues promptly. Tenants are informed in advance of these inspections, and we encourage them to report any concerns they may have.

#### **3. Reporting Repairs:**

Tenants can easily report repairs during office hours by us. For emergencies outside of office hours or during holidays, tenants have access to an emergency contact number. We aim to respond to emergency repairs within 24 hours and non-emergency repairs within 72 hours.

### **Repair Categories and Response Times**

We have pre-assigned categories for prioritising repairs. The response time for each category is determined by the severity of the problem and the likely impact and risk to the resident.

REPAIR PRIORITY	EXAMPLE	RESPONSE TIME (WORKING DAYS)
Critical	Where there is a serious safety hazard, the immediate risk of more extensive damage to a property or the potential to cause injury.	Within 4 hours
Emergency	Burst pipes, no power to property, broken window requiring boarding up, insecure front door, loss of drinking water.	Within 24 hours
Urgent	Minor leak that can be contained, faulty extractor fan in kitchen or bathroom (if no window in room), faulty shower.	Within 5 days
Routine	Renewing tiles, sealant to bathtubs and sinks, repairs to plaster, toilet not flushing (when there is another working toilet in the property).	Within 20 days
Planned	Replacement of kitchen units, bath tubs, sinks and wash hand basins. Roof repairs requiring scaffolding.	Within 90 days