

Annex D – Lessons Learnt

(i) Lessons Learned relating to Complaints 2023-24

Background to service improvement	Lessons Learnt	Service improvement
To improve the standard of information provided in permission letters to tenants	To introduce new working practices that provides clearer information to the tenant	Permission procedure and letters have been updated
To improve communications following the death of a tenant	To provide a quicker turnaround of processing applications to the Public Trustee following death of a tenant	The ownership of this task has been passed to another team to deal with who have more capacity to deal with such matters
To improve complaint letter templates and triaging of complaints	To provide clearer and concise letter responses	New letter templates introduced
To improve information provided on MDH webpages following the death of a tenant	To provide all information that is required following a death of a tenant including a copy of the Will	MDH webpages have been updated with information on what information is required following death of a tenant
To improve information on MDH social media pages in regards to Tenancy Home Checks and Tenancy Fraud.	To publicise information about Tenancy Home Checks and Tenancy Fraud	MDH social media pages were updated with information MDH Tenancy Inspection Policy reviewed and published
To improve information on MDH webpages in regards to accessible properties and local connections	To publicise information about local connections when housing applicants bid for MDH properties To update information that we only adapt properties once a property has been tenanted	MDH web pages were updated

To improve the data collected in regards to complaint handling	To gather information on themes of complaint data to support service improvement	Internal reporting mechanisms have been implemented on complaint handling data
To improve ASB letter templates	To review letter templates	Work in progress
To improve the information we collate during neighbourhood walkabouts	To ensure we are collating and saving information relating to neighbourhood walkabouts	Introduced a simple neighbourhood walkabout sheet which highlights any issues on our estates and any follow up action taken
To improve the information provided to tenants at sign up in regards to the type of tenancy they have	To ensure that tenants are provided with adequate information about the type of tenancy they hold	Information is now provided at sign up
To improve record keeping	To ensure where a tenancy is ended and a person remains at the property that MDH's internal housing management system is updated accordingly	MDH's housing management system is updated
To improve our communications	To return call back requests in a timely manner to avoid delays	Our Housing Apprentice is supporting one of our housing teams to respond to call back requests