

Erimus Website data - Complaints Analysis March 2009 - April 2010

Erimus Housing

Erimus received 142 complaints between April 2009 and March 2010 and analysis of complaints highlights that while the main area of concern was repair and maintenance, this represents a small percentage (less than 0.2%) of all repair and maintenance work completed during the year.

The main reason for customer complaints concerned the perception of 'service failure' or 'service provision' not meeting expectations. A key issue in repair complaints related to the timescale for work and this issue has now been reviewed through the Weave project, with revised working arrangements introduced in 2010.

Changes introduced to the repairs service as a result of Weave also ensure that the service reflects what is important to our customers and provides flexible repair timescales to meet service user demands.

Regeneration accounted for 14% of complaints, while complaints about staff accounted for 13% of complaints and estate services accounted for 8% of complaints.

