



GGT's Complaints Performance and Service Improvement Report 2023/24

GGT owns and manages 20 residential properties in Wooler.

Complaints Received

A total of 0 official complaints were received during the last financial year. We did however act upon the comments received to our tenant satisfaction survey.

Complaints not accepted

Nil

Tenant Satisfaction Measures

Last year, the Regulator of Social Housing introduced a new requirement for all social housing landlords to annually report on a set of measures that tells you how we are doing at providing quality homes and services.

The measures aim to improve standards for people living in social rented housing, known as Low Cost Rented Accommodation (LCRA) and shared owners, known as Low-Cost Home Ownership (LCHO).

There are 22 TSMs, including:

- 12 Tenant Perception Measures – we measure these through an annual tenant perception survey.
- 10 General Management Measures.

Benchmarking

We will benchmark our TSM's in 2024/25 when information from other housing providers for 2023/24 is available.

Key service improvements

Survey finding – You Said	Learning implemented – We Did
<p>The secondary double glazing is broken in my bedroom so it cannot be fully closed. With all the wind I am now more aware of it being draughty! The glazing in the sitting room also.</p>	<p>Secondary glazing unit replaced in bedroom and sitting room within 6 weeks of survey.</p>
<p>Heating very inadequate, particularly in sitting room with such a high ceiling above the coop Unsure – electric bills seem high but only form of energy and is this due to economic climate, my usage or efficiency?</p>	<p>An energy advisor from CAN (Community Action Northumberland) visited all our properties and tenants in May 2023 and advised them on various energy saving tips and provided free energy saving devices. Due to our rural location gas is not always an option as some properties are not connected to the mains gas supply.</p>
<p>Our home is very cold, ok when heating is on but as soon as the heating is switched off house is freezing again. We lose our heat through poor wall insulation and windows.</p>	<p>New secondary glazed UPVC windows were installed and a new front door. Some internal walls were tanked, and the energy advisor provided further help and advice.</p>
<p>A stair lift is a good feature but am surprised that a walk-in shower was also not fitted. I do not use the bath as I prefer showering and must climb into the bath to do so</p>	<p>New walk-in shower provided to meet tenants' disability needs in partnership with their OT.</p>