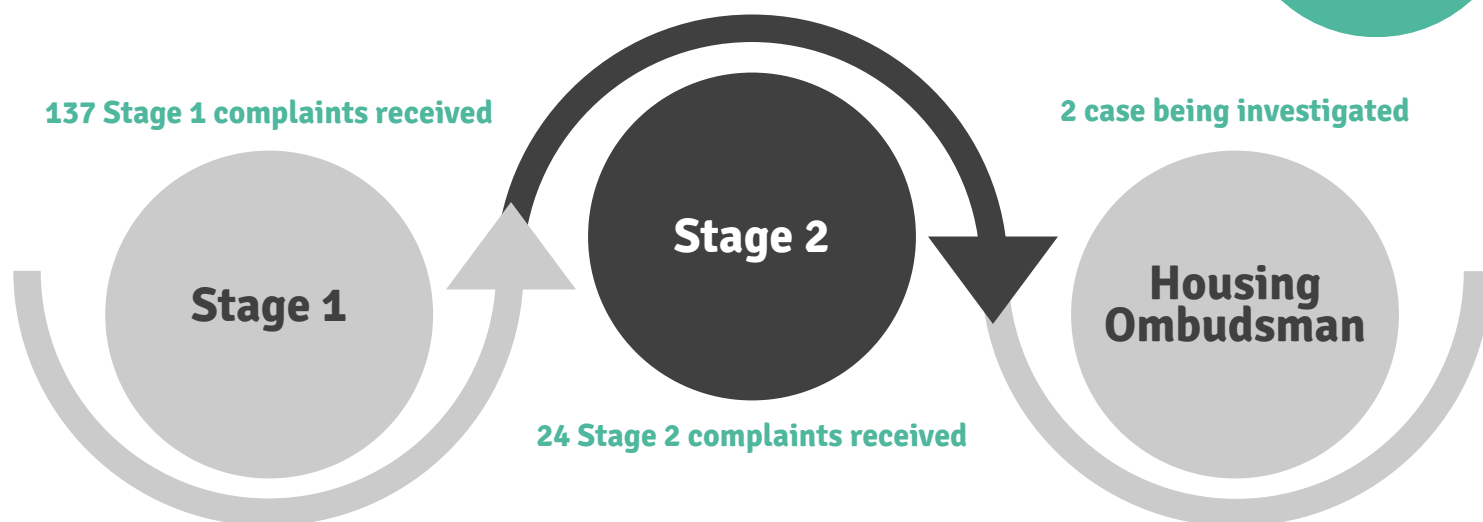


# Complaints Performance

APR-JUN  
2025



This quarter we have handled 99% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 96% of Stage 2 complaints within the Housing Ombudsman timescales.



We have received 137 complaints so far this year, which is a 8% increase from the same time last year. This is due to us strictly following and ensuring complaints are being handled aligned to the Housing Ombudsman Complaint Handling Code.



57% Stage 1 complaints have been upheld.

TYPES OF COMPLAINTS		TOTAL		
Income Collection		5	Customer Services	12
Lettings Services		1	Standard of property on let	5
Neighbourhood Services		3	Homeownership and leasehold services	2
Planned works and safety servicing		10	Tenancy services and ASB	11
In house repairs and maintenance contractors		86	New developments	2

# Housing Ombudsman Case

## CASE ONE

### Findings - No Maladministration

The Housing Ombudsman found that we were reasonable and proportionate in the circumstances of this case.

- We acted reasonably by carrying out an investigation with the contractors who attended.
- It was reasonable that we asked for evidence.
- We clearly communicated our position with the tenant.

## CASE TWO

### Findings - Maladministration

The Housing Ombudsman found that in this case we:

- Had service failure in the handling of the complaint.
- Had miscommunication with the tenant on repair timescales.
- Had inappropriate delay in repairs to the home.
- Our record keeping was not robust.

## Orders

- Written apology to the tenant.
- Pay £350 compensation for repair delays and complaint handling failure.



Be a great landlord



Customer focus



Growth and sustainability