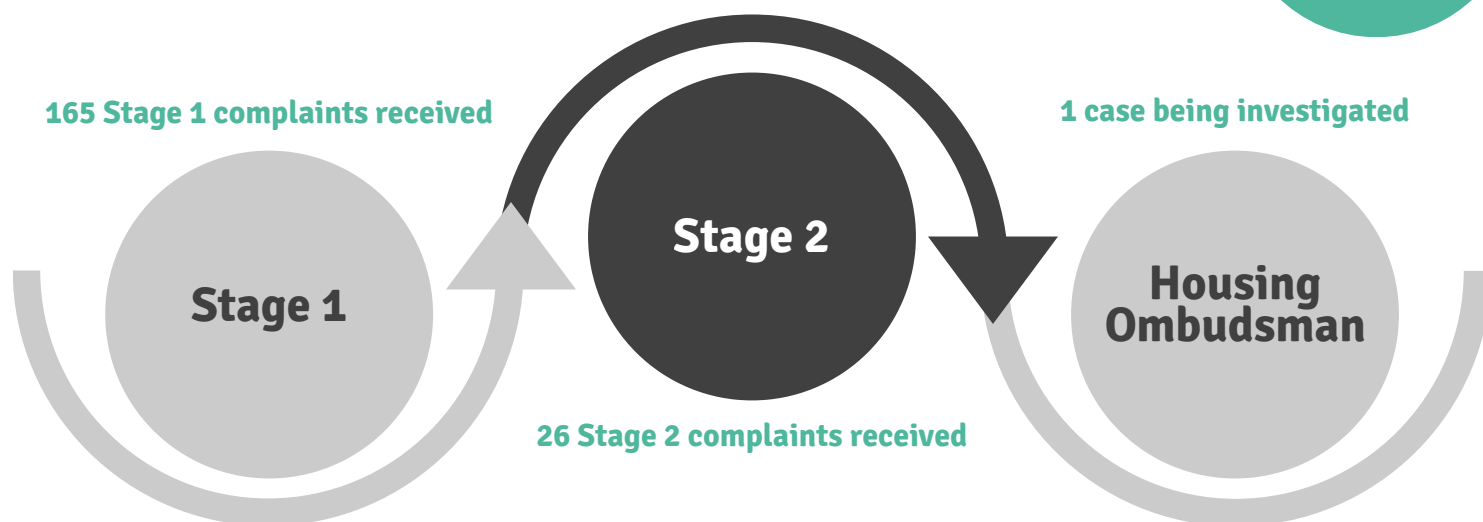


Complaints Performance

JUL-SEP
2025



This quarter we have handled 97% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 92% of Stage 2 complaints within the Housing Ombudsman timescales.



We have received 301 complaints so far this year, which is a 22% 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.



64% Stage 1 complaints have been upheld.

TYPES OF COMPLAINTS		TOTAL		
Income Collection		1	Customer Services	15
Lettings Services		2	Standard of property on let	7
Neighbourhood Services		3	Homeownership and leasehold services	3
Planned works and safety servicing		14	Tenancy services and ASB	19
In house repairs and maintenance contractors		100	New developments	1

Housing Ombudsman Case

CASE ONE

Findings - Maladministration for handling of repairs

- Unreasonable delay in responding to and rectifying a leak issue.

Orders

- Written apology to the tenant.
- £450 compensation for handling of repairs.



Be a great landlord



Customer focus



Growth and sustainability