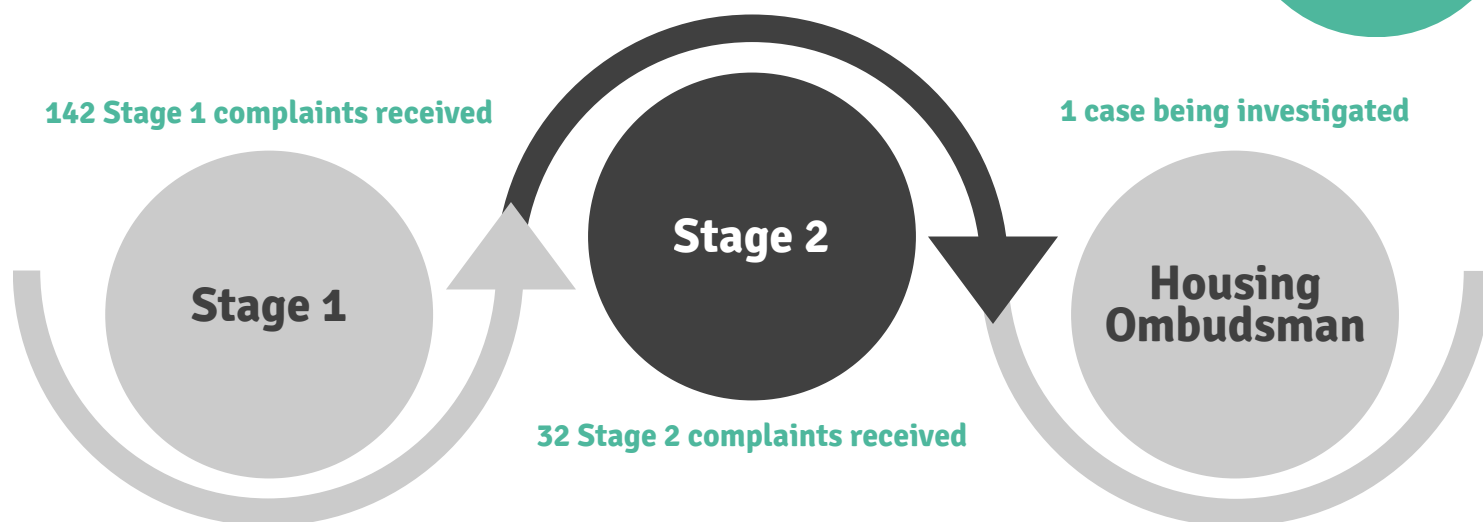


# Complaints Performance

OCT-DEC  
2025



This quarter we have handled 98% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 94% of Stage 2 complaints within the Housing Ombudsman timescales.



We have received 443 complaints so far this year, which is a 24% 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.



71% Stage 1 complaints have been upheld.

TYPES OF COMPLAINTS	TOTAL		
		Customer Services	9
Income Collection	3	Standard of property on let	2
Lettings Services	1	Homeownership and leasehold services	1
Neighbourhood Services	4	Tenancy services and ASB	6
Planned works and safety servicing	5	New developments	0
In house repairs and maintenance contractors	111		

# Housing Ombudsman Case

## CASE ONE

We have worked with the Housing Ombudsman to close a case through early intervention, their recommendations were to remove a recharge and pay £200 compensation.



Be a great landlord



Customer focus



Growth and sustainability