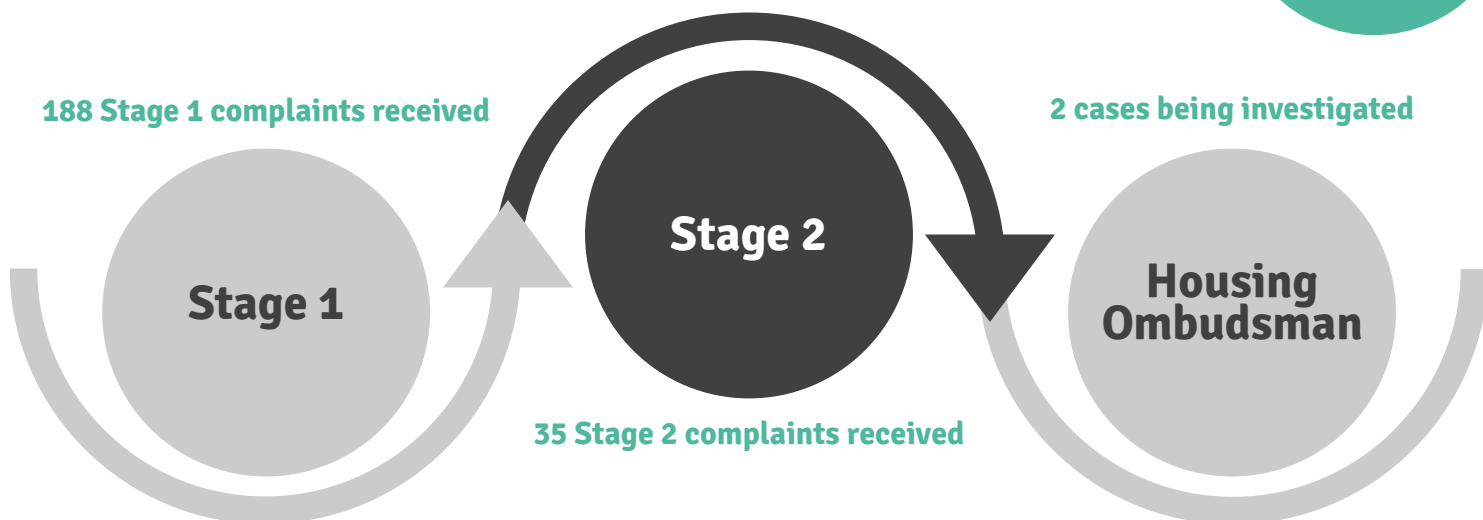


# Complaints Performance

JAN-MAR  
2026



This quarter we have handled 95% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 97% of Stage 2 complaints within the Housing Ombudsman timescales.



We have received 628 complaints so far this financial year, which is a 11% 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.



77% Stage 1 complaints have been upheld.

TYPES OF COMPLAINTS	TOTAL		
		Customer Services	12
Income Collection	2	Standard of property on let	3
Lettings Services	3	Homeownership and leasehold services	4
Neighbourhood Services	7	Tenancy services and ASB	19
Planned works and safety servicing	9	New developments	1
In house repairs and maintenance contractors	125		

# Housing Ombudsman Case

## CASE ONE

### Findings - Maladministration

The Housing Ombudsman found that in this case we:

- Maladministration for handling of repairs
- Maladministration for handling of the complaint
- Failed to communicate timely
- Failure to act on earlier survey recommendations
- Missed complaint escalation

### Orders

- Written apology to tenant
- Pay £1200 compensation
- Evidence review

## CASE TWO

### Findings - No maladministration

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

They found our offer of compensation fair and proportionate for the delayed repairs to the bedroom.

### Recommendations:

- Pay the compensation that was offered
- Keep our commitment to replace the carpet
- Inspect watermarks to identify any repairs needed



Be a great landlord



Customer focus



Growth and sustainability