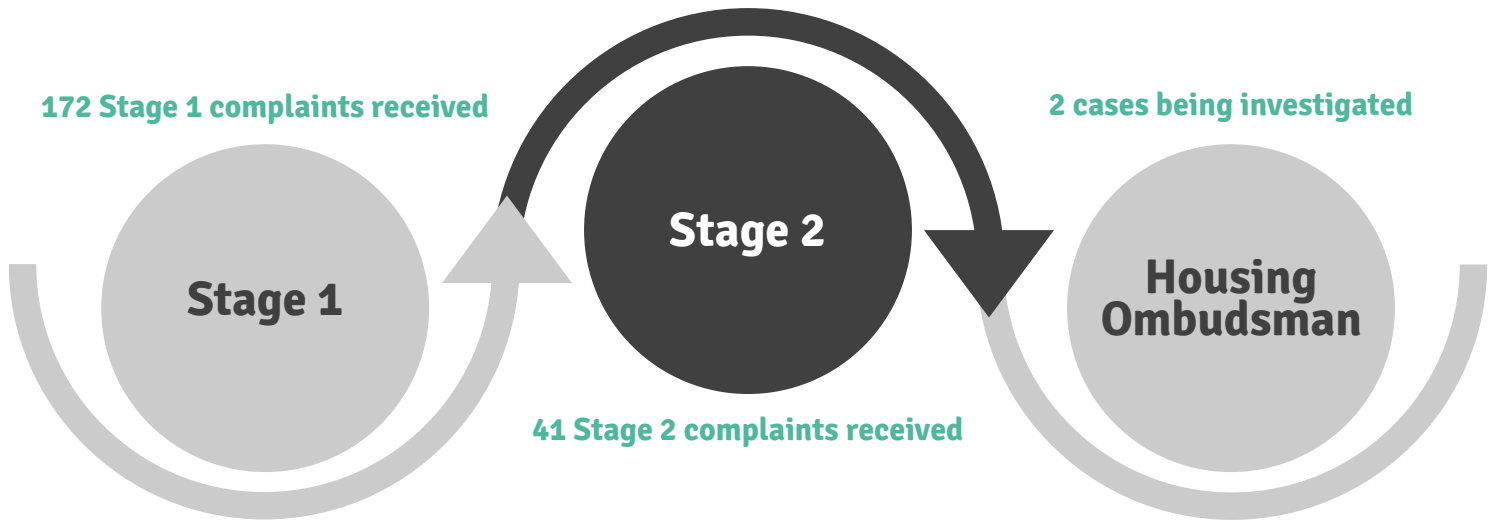


Complaints Performance

MAY-JUNE
2026



This quarter we have handled 98.2% of Stage 1 complaints within the Housing Ombudsman timescales.

This quarter we have handled 90.6% of Stage 2 complaints within the Housing Ombudsman timescales.



55.8% of Stage 1 complaints were upheld compared to 77% in Q4, and 53.7% of Stage 2 complaints were upheld.

TYPES OF COMPLAINTS	TOTAL		
		Income and Specialist Housing	6
In house repairs	74	Damp and Mould	5
Contractors	17	Home Ownership and leasehold services	5
Neighbourhoods and Tenancy Enforcement (ASB & Lettings)	24	New developments	2
Neighbourhood Services (Caretaking)	11	Rent Accounting	1
Customer Experience Team	12	Asset management and safety servicing	7
Void (Maintenance/Standard of property on let)	7		

Housing Ombudsman Case

CASE ONE

Findings - Service Failure

The Housing Ombudsman found that in this case we:

- Did not inspect reported damp and mould when reported to us during an active Right to Buy process
- Did not act with sufficient urgency, considering the residents health conditions

Orders

- Written apology to tenant
- Pay £50 compensation

CASE TWO

Findings - Service Failure

The Housing Ombudsman found that in this case we:

- Poor record keeping and communication around asbestos presence on the day of works which caused distress to the resident

Orders

- Written apology to tenant
- Pay £200.00 in compensation – Increase of £150.00 awarded at Stage 2
- Provide a written plan of the works, confirm whether temporary accommodation is required due to the potential asbestos presence, and timescales



Be a great landlord



Customer focus



Growth and sustainability