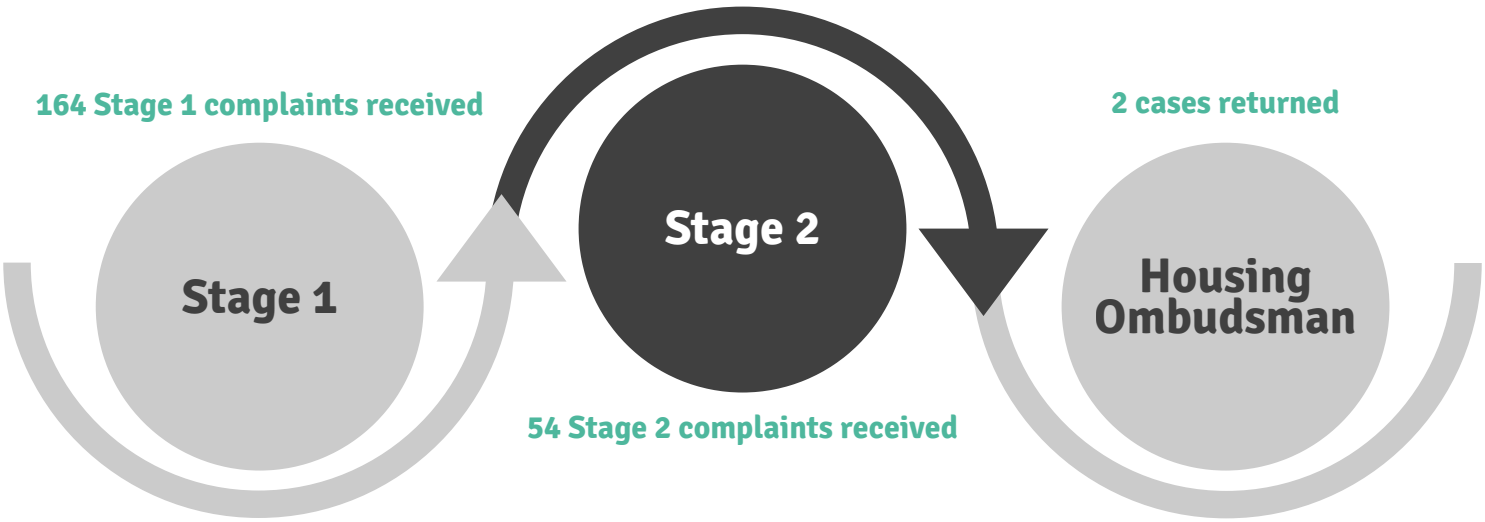
Complaints Performance

JULY-SEPT 2026



Stage 1 164 complaints handled, 98.9% within timescale 67% upheld compared to 55.8% in Q1. Stage 2 54 complaints handled, 94.2% within timescale 75.9% upheld.

TYPES OF COMPLAINTS	TOTAL
In house repairs	74
Contractors	12
Neighbourhoods and Tenancy Enforcement	38
Neighbourhood Services	5
Customer Experience Team	4
Void	5
Income and Specialist Housing	3
Damp and Mould	5
Home Ownership and leasehold services	3
New developments	0
Customer Hub	4
Rent Accounting	0
Planned works	2
Assets	8

Housing Ombudsman outcomes

Case one
Findings – no maladministration

Case two
Findings – no maladministration