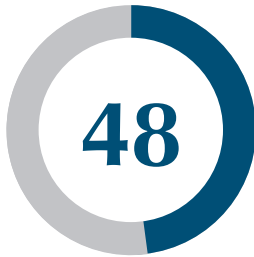


# Complaints 2024-25

Service requests received

374

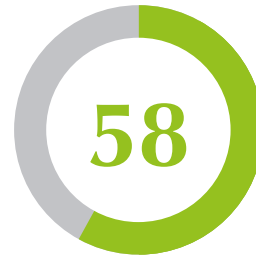
Service requests handling satisfaction (%)



Number of compliments received

1742

Highest service area for compliments - repairs inc grounds maintenance (%)



Learning from complaints

Number of service improvements/commitments

78

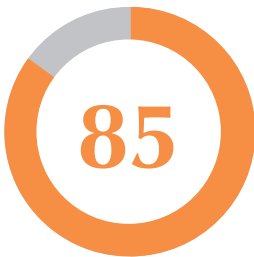
Housing Ombudsman Service cases under investigation

8

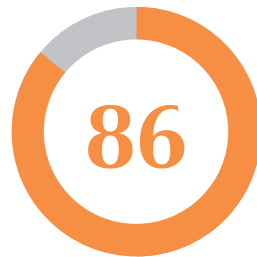
Stage 1 complaints received

89

Stage 1 responded to within 10 days or extension (%)



Stage 1 upheld (%)



Complaints not progressed

17

Top 3 reasons for complaints

- Communication 25%
- Quality of repairs/defects 19%
- Procedures 18%
- Other complaints 38%



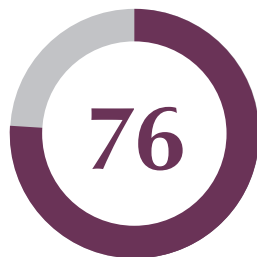
Stage 2 complaints received

25

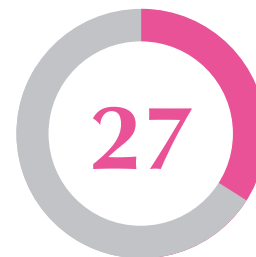
Stage 2 responded to within 20 days or extension (%)



Stage 2 upheld (%)



Complaints handling satisfaction (%)



Top 3 service areas complained about

- Repairs 37%
- Property Investment & Compliance 21%
- Lettings & Tenancy Management 13%
- Other service areas 29%

