

Complaints Summary Quarter 1 - April to June 2025

Service requests
received

71

Service requests
handling
satisfaction (%)



Service requests
satisfaction

Listening and
understanding
63% ↑

Kept informed
25% ↓

Number of
compliments
received

702

Learning from complaints

Number of Commitments

10

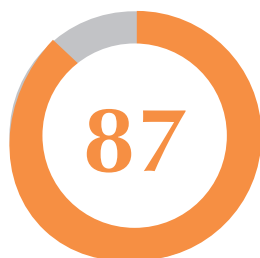
Number of Service
Improvements

23

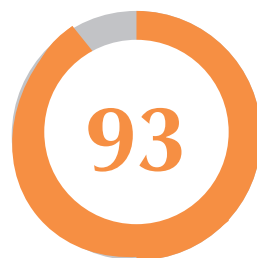
Stage 1 complaints
received

15

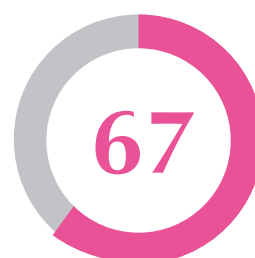
Stage 1 responded
to within 10 days or
agreed extension (%)



Stage 1 upheld (%)



Overall complaints
handling satisfaction
(%)



Top 3 reasons for complaints

- Communication 26%
- Procedure, inc ASB handling 16%
- Delay 15%
- Other



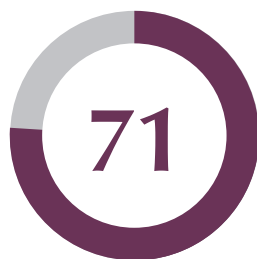
Stage 2 complaints
received

7

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



Stage 2 upheld (%)



Complaints
satisfaction

Listening and
understanding
100% ↑

Kept informed
33% ↓

Top 3 service areas complained about

- Property Investment and
compliance 32%
- Repairs 25%
- Lettings/Tenancy 20%

