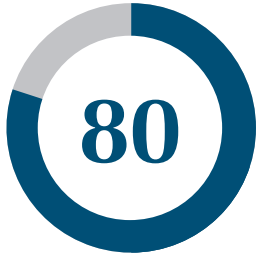


Complaints Summary Quarter 2 - July to September 2025

Service requests received

87

Service requests handling satisfaction (%)



Service requests satisfaction

Listening and understanding 80% ↑

Kept informed 40% ↑

Number of compliments received

689

Learning from complaints

Number of Commitments

46

Number of Service Improvements

19

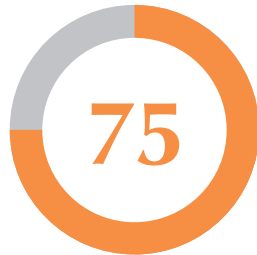
Stage 1 complaints received

26

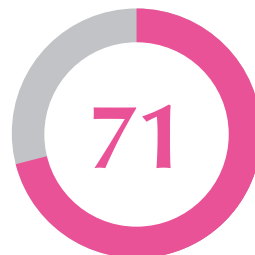
Stage 1 responded to within 10 days or agreed extension (%)



Stage 1 upheld (%)



Overall complaints handling satisfaction (%)



Top 3 reasons for complaints

- Communication 31%
- Procedure, inc ASB handling 22%
- Quality of service 12%
- Other



Stage 2 complaints received

2

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



Stage 2 upheld (%)



Complaints satisfaction

Listening and understanding 71% ↓

Kept informed 57% ↑

Top 3 service areas complained about

- Property Investment and compliance 32%
- Repairs 24%
- Lettings/Tenancy 16%
- Other

