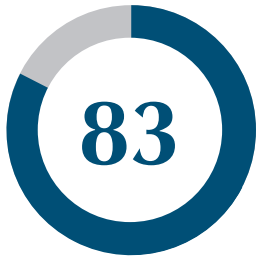


Complaints Summary Quarter 3 - October to December 2025

Service requests received

97

Service requests handling satisfaction (%)



Service requests satisfaction

Listening and understanding, ease of reporting 94% ↑
Kept informed 72% ↑

Number of compliments received

766

Learning from complaints

Number of Commitments

30

Number of Service Improvements

21

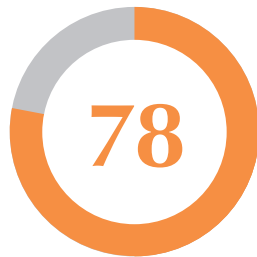
Stage 1 complaints received

22

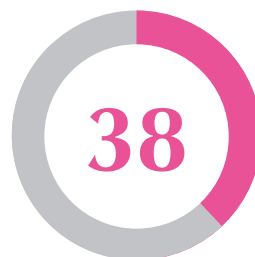
Stage 1 responded to within 10 days or agreed extension (%)



Stage 1 upheld (%)



Overall complaints handling satisfaction (%)



Top 3 reasons for complaints

- Procedure, inc ASB handling 27%
- Communication 19%
- Delay 15%
- Others



Stage 2 complaints received

5

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



Stage 2 upheld (%)



Complaints satisfaction

Listening and understanding, ease of reporting, time taken 50% ↓
Easy to deal with, best interests 25% ↓

Top 3 service areas complained about

- Property Investment and Compliance 44%
- Repairs 16%
- Lettings/Tenancy 14%
- Others

