## Complaints Analysis - Q1,Q2.Q3 2024 - Reasons for complaints (Stage 1)

## Repairs

Area of complaint	Number	Upheld	°ão¢2ã <sup>66</sup> ∆ -∸Øfffn	Not upheld	Escalated Stage 2
Chasing repairs Includes repairs that have been reported but not yet attended, repeated calls but no information, inspector been but not actioned yet	41	27		1	7
Delays with repairs  Unreasonable wait times, way past timescale	33	25		0	7
Cancelled/missed/failed appointment Failed appointments are those where an operative has attended but has not been heard, has attended at wrong time etc or has not followed instruction (e.g. knocked instead of rang)	24	18		1	1
Damp and/or mould  Where damp/mould is the main reason for the complaint. Some other complaints (e.g. chasing repairs etc) also contain elements of damp/mould complaints	19	12		2	3
Outstanding repairs/works Where work has started but not been completed including where scaffolding has been erected	14	10		1	2
Ongoing repairs/works  Repeated works/visits to the same repair/job	14	8		1	3
Damage caused during a repair	8	5	2	1	0
Quality of work	7	3	0	2	2
Fencing needs replacing	7	2	1	3	1
Voids – length of time for work	6	3	1	0	2
Voids – condition property	5	2	1	0	2
Staff behaviour/conduct	5	2	0	2	1
Time taken for emergency/urgent repairs	4	2	0	2	0
Damage caused by delays fixing a leak	4	1	1	1	1
Condition of property	3	1	0	2	0
Path repairs (tenant obligations)	3	0	1	1	1
No notification/consultation of works	3	2	1	0	0
Wants a new kitchen	2	0	1	1	0
Disagree with charge/recharge	2	2	0	0	0
Out of Hours Customer Service	2	1	0	1	0
Poor communication  Where poor communication is the main reason for the complaint. Some other complaints (e.g. ongoing repairs etc) also contain elements of poor communication	2	2	0	0	0
Works related to disrepair claims	2	0	0	0	2
Other (see breakdown)	19	5	3	7	4
Total	229	133	28	29	39

## Housing management

Area of complaint	Number	Upheld	Partially upheld	Not upheld	Escalated Stage 2
ASB case handling	11	1	2	7	1
Staff conduct	8	0	0	4	4
Rent	7	1	2	3	1
Grass cutting/estate maintenance Streetscene responsibility e.g. not enough grass cuts	7	4	0	2	1
Wanting to move	6	0	2	3	1
Policies Includes T.I.S, parking, McGrady, communal areas	6	0	1	2	3
Overgrown gardens/garage sites Housing management responsibility	5	3	0	1	1
Other neighbour issues not dealt with Includes boundary, dog fouling, nuisance vehicle, smoke	5	0	0	3	2
Fly tipping/rubbish	2	0	0	1	1
Items from previous tenant not cleared	2	2	0	0	0
Communal cleaning	1	0	0	1	0
Unhappy with mutual exchange	1	0	0	0	1
Rodent infestation	1	0	0	1	0
Various Including rent statements, repairs, visiting property	1	0	1	0	0
Total	63	11	8	28	16

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## Outcome of Stage 2 complaints (Q1-Q3)

