

Appendix 1.1

Dashboard

Complaints Report - Housing Ombudsman (2025/26)

Complaints performance falling under HO's remit (CBC as a landlord)

As of 28-May-2026 16:15 Viewing as Kim Walsh

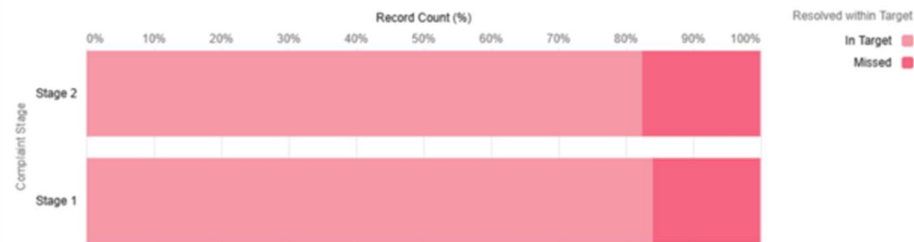
Number of Complaints by stage and target



[View Report \(Covv of Complaints by stage and target\)](#)

As of 28-May-2026 16:15

% of complaints responded to in target



[View Report \(Complaints Missed and in Target\)](#)

As of 28-May-2026 16:15

Average stage 1 response times



[View Report \(Average Stage 1 Response Times FY\)](#)

As of 28-May-2026 16:15

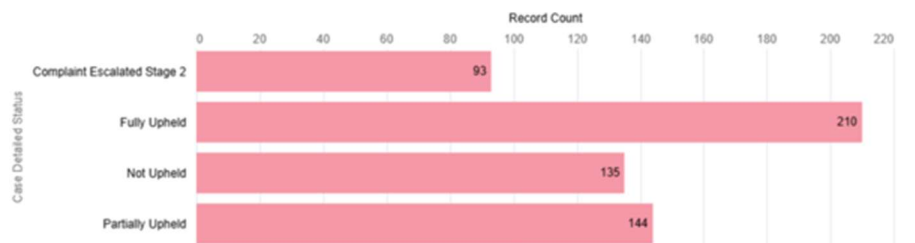
Average stage 2 response times



[View Report \(Housing Stage 2 Response Times FY\)](#)

As of 28-May-2026 16:15

Complaint outcomes



[View Report \(HOS Complaints Upheld/Not Status\)](#)

As of 28-May-2026 16:15

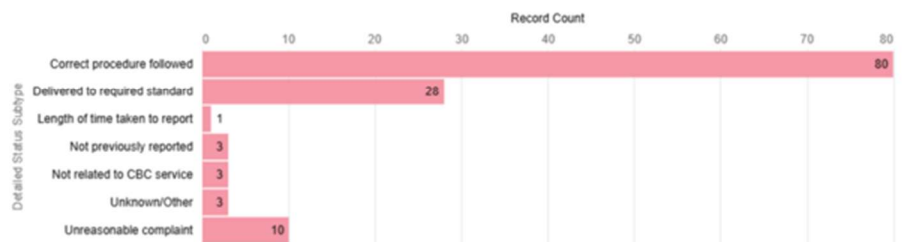
Type of housing complaints



[View Report \(Covv HOmbudsman Complaints by Type\)](#)

As of 28-May-2026 16:15

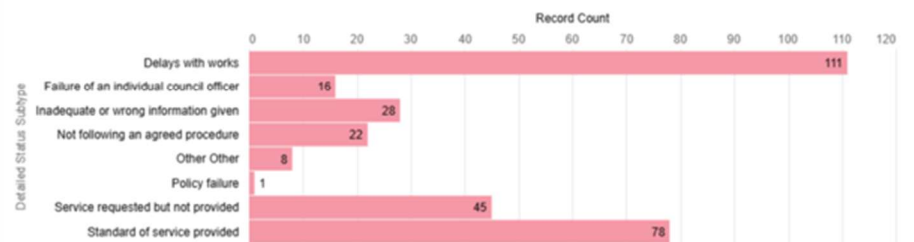
Reasons for complaints not upheld



[View Report \(Covv of Reasons for Not Upheld Comps for\)](#)

As of 28-May-2026 16:15

Reasons for complaints upheld or partially upheld



[View Report \(Reasons for Upheld Complaints\)](#)

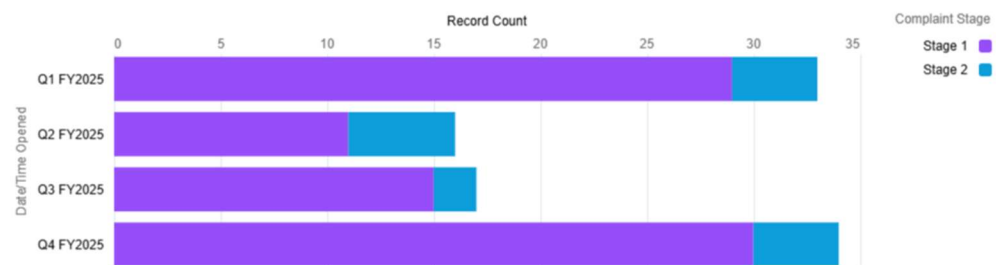
As of 28-May-2026 16:15

Appendix 1.2 - Complaints Report - Housing Management (including rents)

For reporting on Housing Managements Complaints Performance

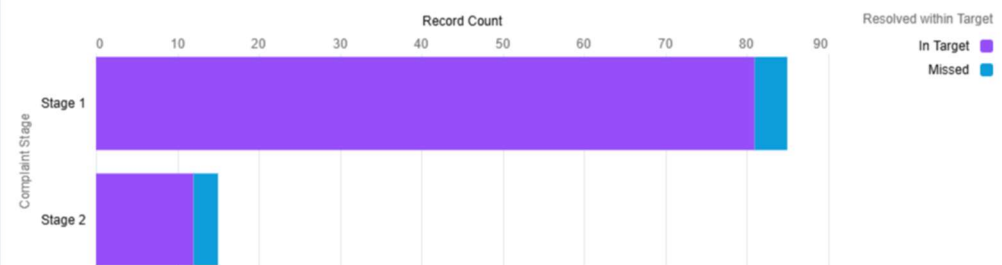
As of 28-May-2026 16:16 · Viewing as Kim Walsh

Housing Management - Number of Complaints (Stage 1 & 2)

[View Report \(HM&Careline Monthly Complaints Mar23\)](#)

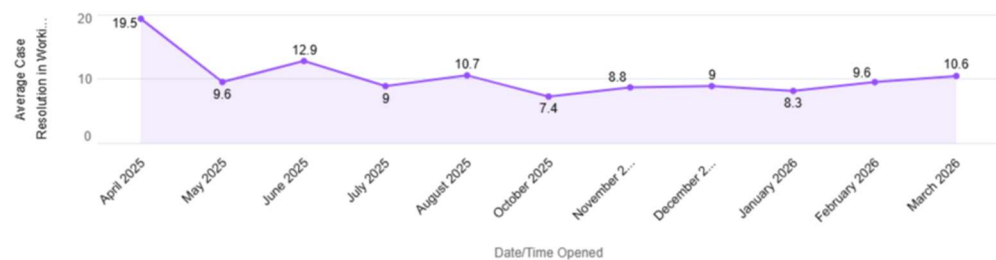
As of 28-May-2026 16:16

Housing Management - Number of Complaints Missed/Closed in Target (%)

[View Report \(Complaints Missed/Resolved on timeMAR23\)](#)

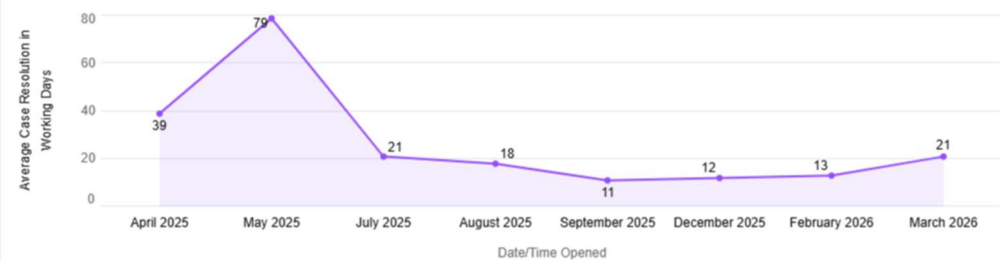
As of 28-May-2026 16:16

Housing Management - Stage 1 Response Times (average number of working days)

[View Report \(Hsq Management&Careline Stage 1MAR23\)](#)

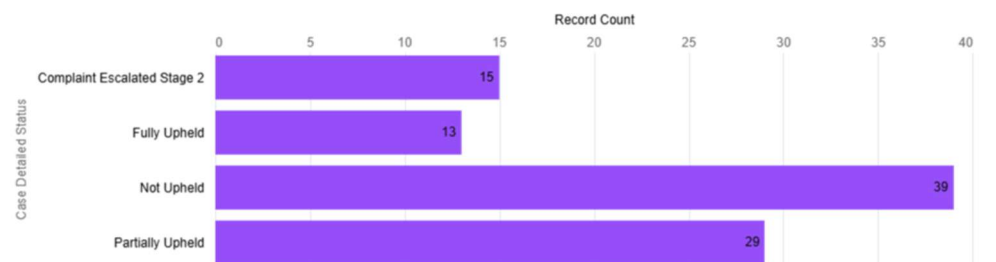
As of 28-May-2026 16:16

Housing Management - Stage 2 response times (average number of working days)

[View Report \(Copy of Hsq Management&CL Stage 2 MAR23\)](#)

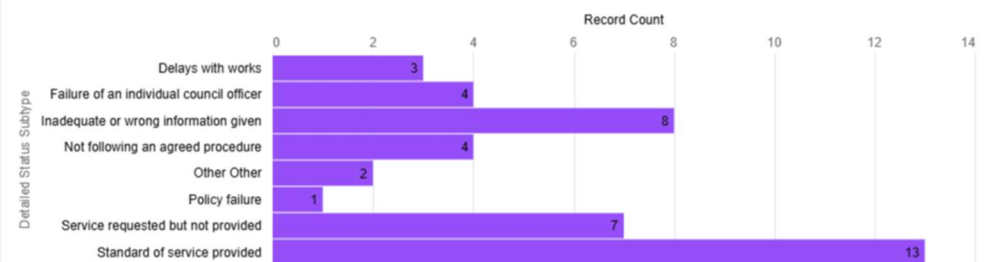
As of 28-May-2026 16:16

Housing Management Complaint Outcomes

[View Report \(Housing Management Upheld Status Report\)](#)

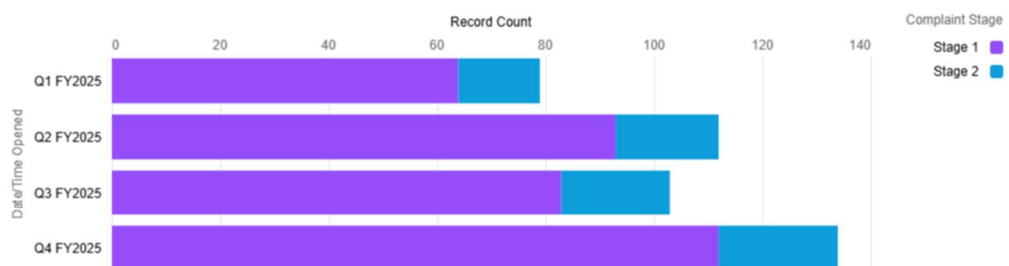
As of 28-May-2026 16:16

Housing Management Reasons for a Upheld/Partially Upheld Outcome

[View Report \(Reasons for HM Upheld Complaints\)](#)

As of 28-May-2026 16:16

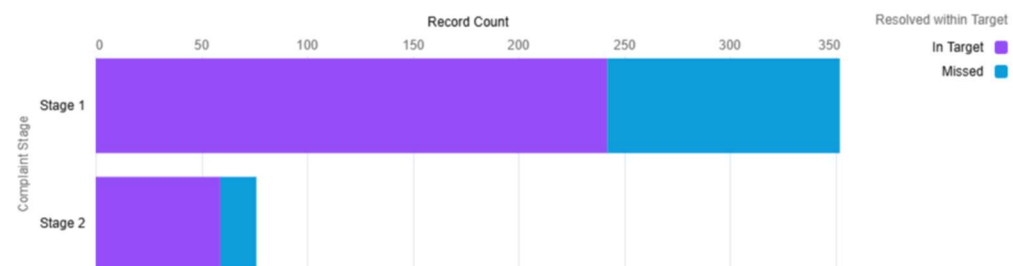
Repairs Number of Complaints (Stage 1 & 2)



[View Report \(Copy of Repairs Monthly Complaints23\)](#)

As of 28-May-2026 16:16

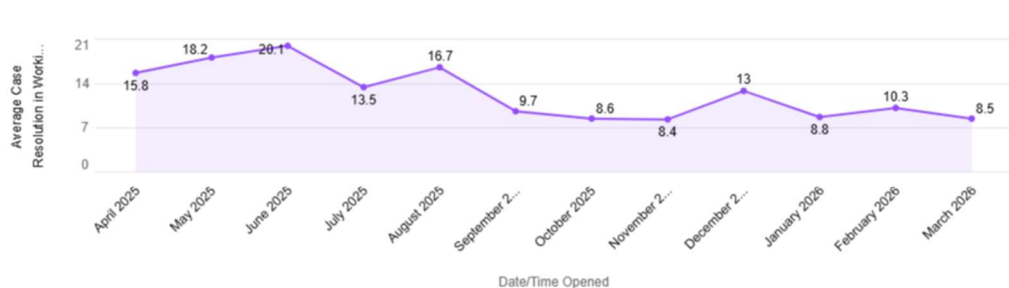
Repairs Complaints Missed/Closed in Target



[View Report \(Cpy Repairs Complaints Missed/Resolved23\)](#)

As of 28-May-2026 16:16

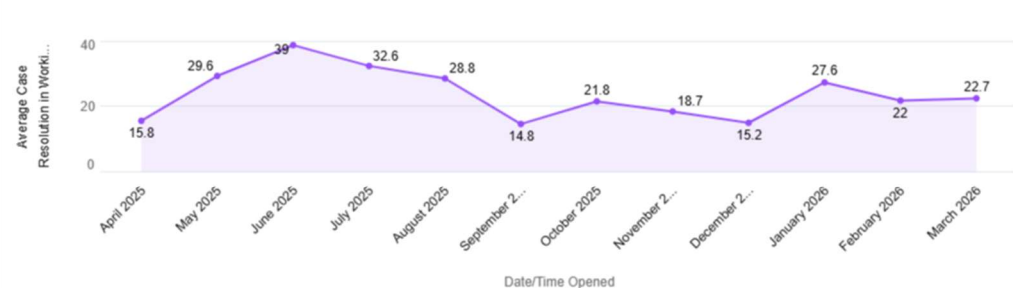
Repairs Stage 1 Response Times (average working days)



[View Report \(Copy of Repairs Stage 1 response times23\)](#)

As of 28-May-2026 16:16

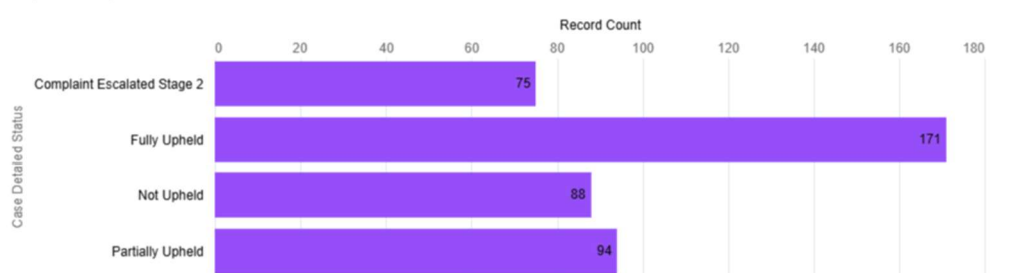
Repairs Stage 2 Response Times (average working days)



[View Report \(Copy of Hsq Repairs Stage 2 response 23\)](#)

As of 28-May-2026 16:16

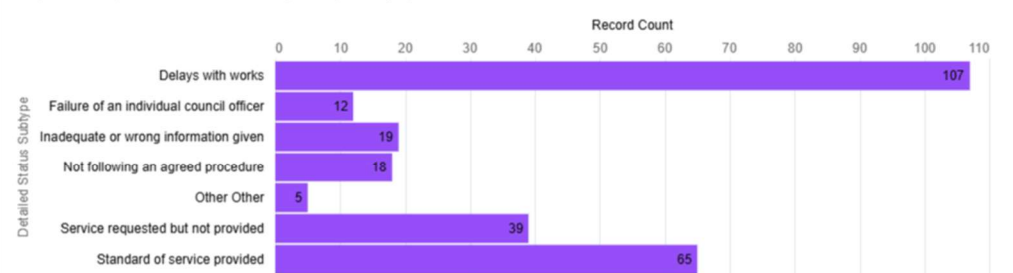
Repairs complaints outcomes



[View Report \(Repairs Complaints Upheld Status\)](#)

As of 28-May-2026 16:16

Repairs complaints reasons for a upheld/partially upheld outcome

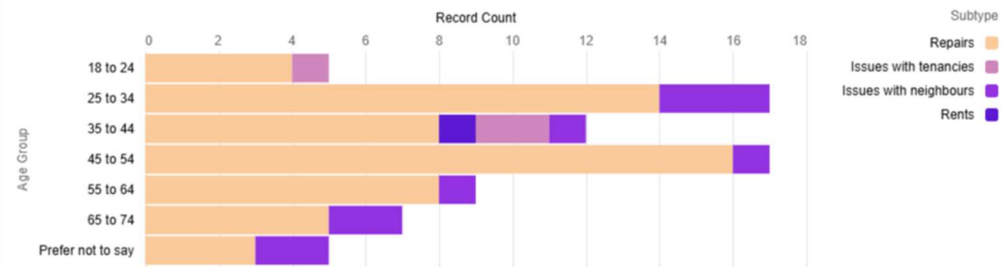


[View Report \(Reasons for Upheld Repairs Complaints\)](#)

As of 28-May-2026 16:16

Dashboard
Appendix 1.4 - Housing Complaints (HOS) Equalities Monitoring
As of 28-May-2026 16:17 · Viewing as Kim Walsh

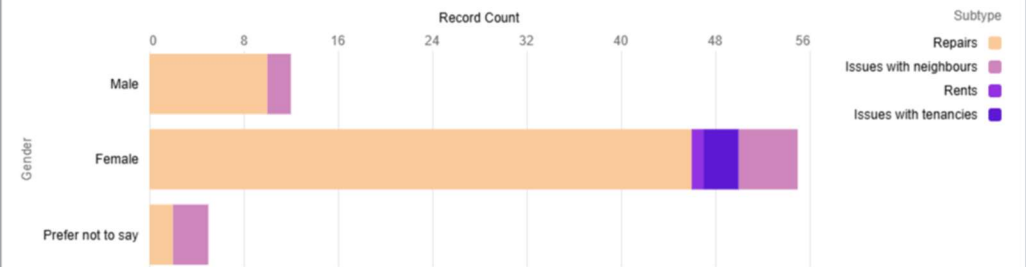
Housing HOS Equality Monitoring - Age Group



[View Report \(Housing HOS Equality Monitoring - Age\)](#)

As of 28-May-2026 16:17

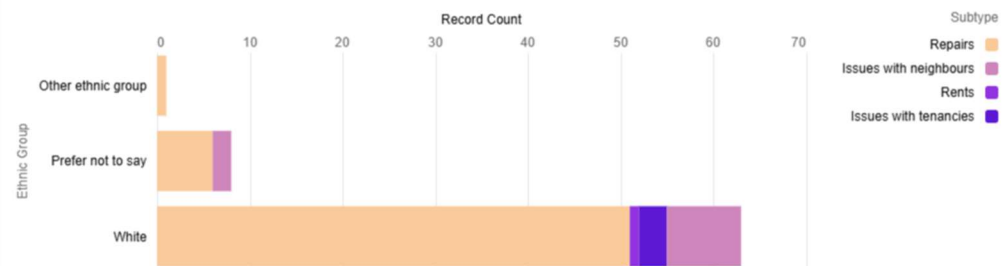
Housing HOS Equality Monitoring - Gender



[View Report \(Housing HOS Equality Monitoring - Gender\)](#)

As of 28-May-2026 16:17

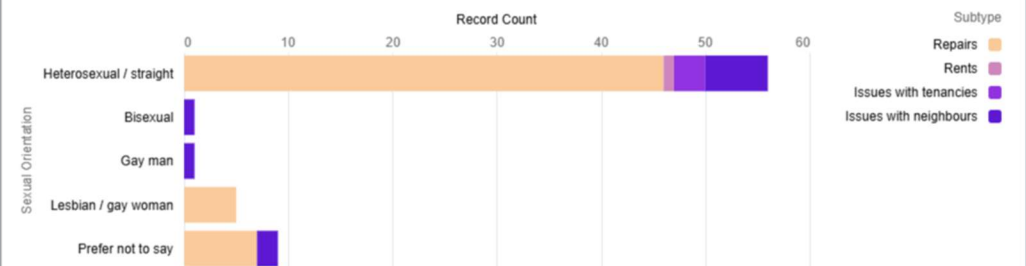
Housing HOS Equality Monitoring - Ethnicity



[View Report \(Hsing HOS Equals Monitoring - Ethnicity\)](#)

As of 28-May-2026 16:17

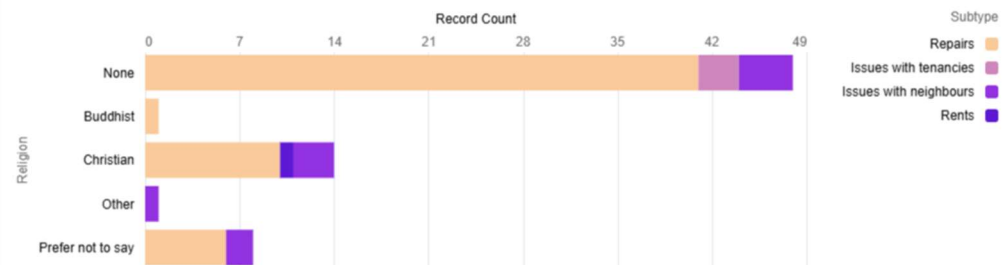
Housing HOS Equality Monitoring - Sexual Orientation



[View Report \(HOS Equality Monitoring - sexual orienta\)](#)

As of 28-May-2026 16:17

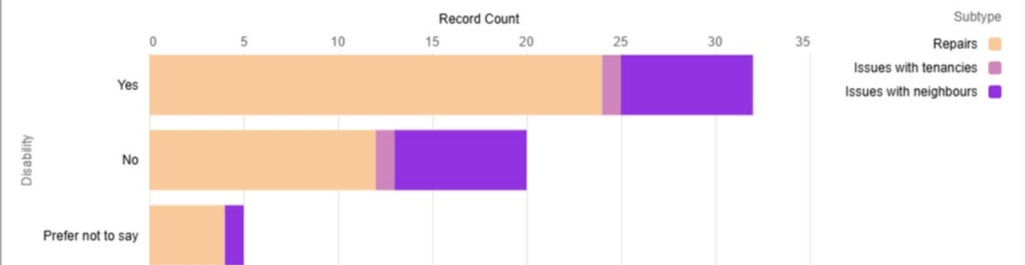
Housing HOS Equality Monitoring - Religion



[View Report \(HOS Equalities monitoring - religion\)](#)

As of 28-May-2026 16:17

Housing HOS Equality Monitoring - Disability



[View Report \(Housing HOS Equals Monitor - disability\)](#)

As of 28-May-2026 16:17