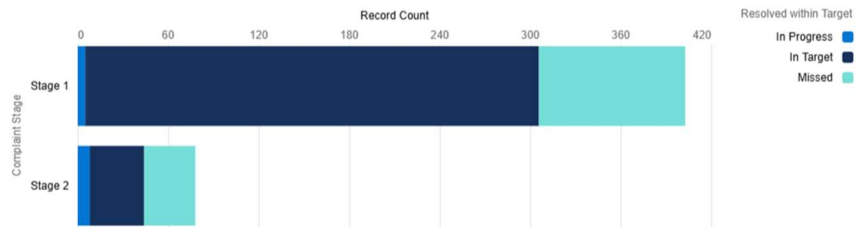


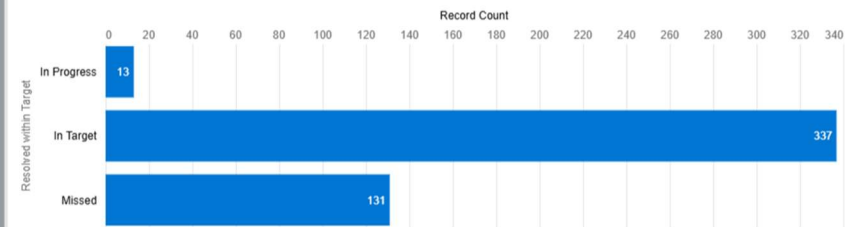
Appendix 1.1 – All Housing Ombudsman complaints

Number of complaints received



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

Number of Complaints Missed and Responded to in Target



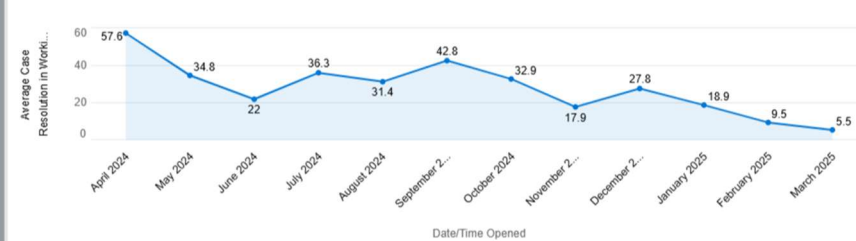
[View Report \(Closed Complaints Missed and In Target\)](#)

Average Stage 1 Response Times



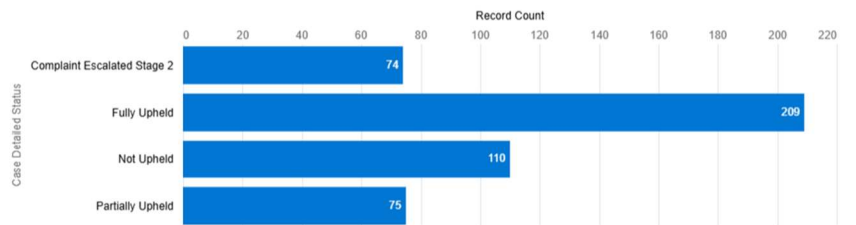
[View Report \(Average Stage 1 Response Times\)](#)

Average Stage 2 Response Times



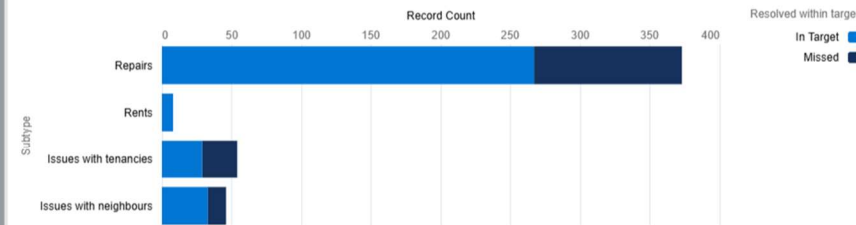
[View Report \(Housing Stage 2 Response Times\)](#)

Complaints Outcomes Report



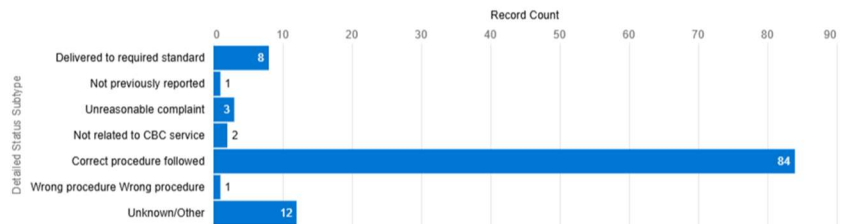
[View Report \(HOS Complaints Upheld Status Report\)](#)

Complaints by Type



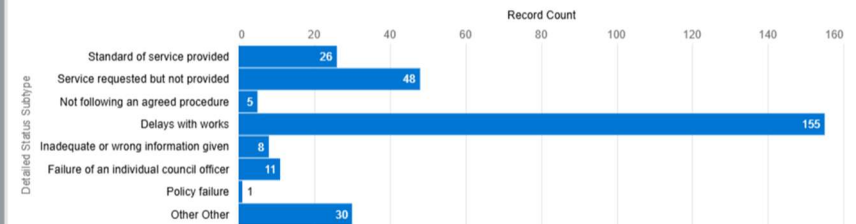
[View Report \(Housing Complaints by Type\)](#)

Reasons Complaints were not Upheld



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

Reasons for Complaints Upheld/Partially Upheld

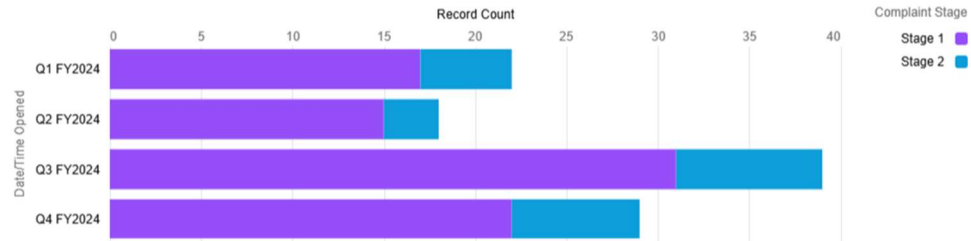


[View Report \(Reasons for Upheld Comps for HOS\)](#)

Appendix 1.2 – Housing Management Complaints

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

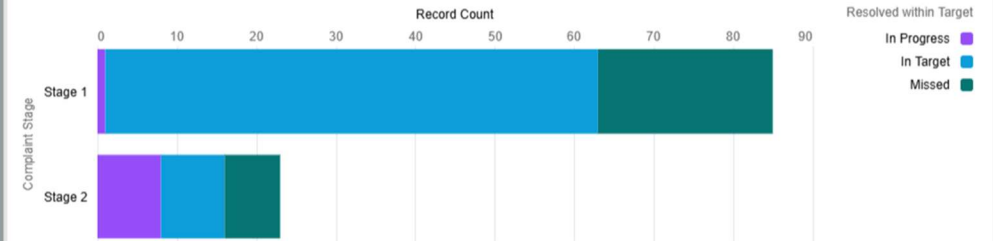
2024/2025



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

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

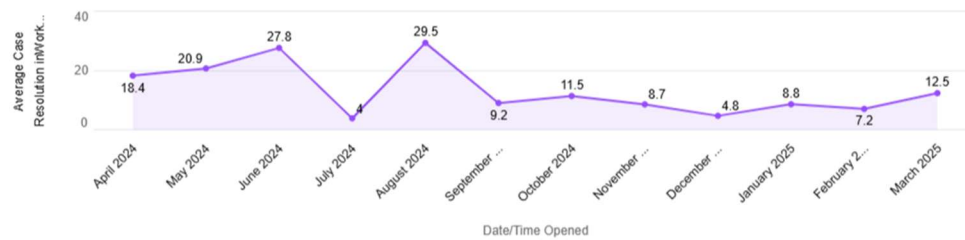
2024/25



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

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

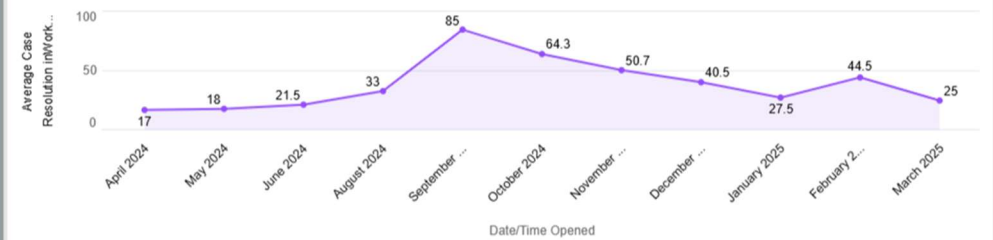
2024/25



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

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

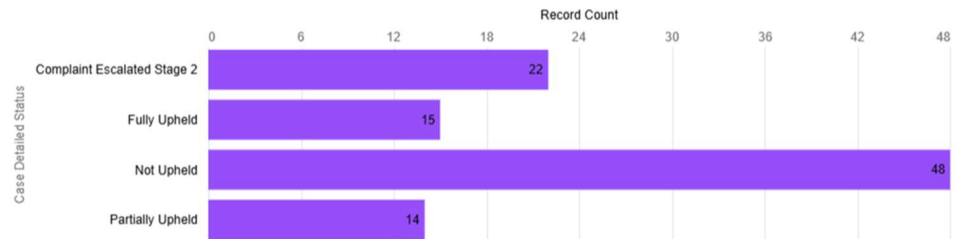
2024/25



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

Housing Management Complaint Outcomes

2024/25



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

Housing Management Reasons for a Upheld/Partially Upheld Outcome

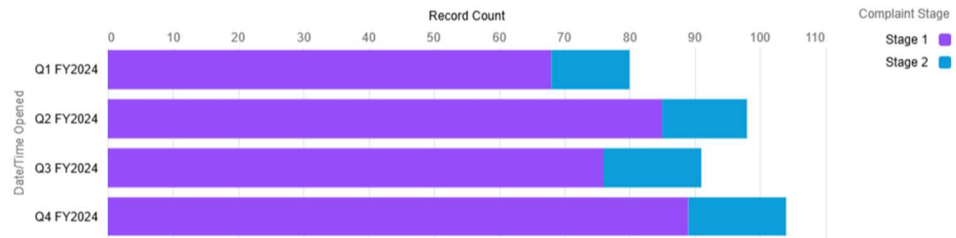
2024/25



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

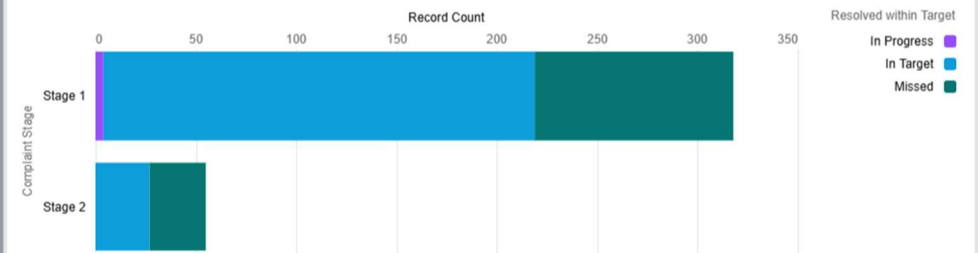
Appendix 1.3 – Housing Property Services Complaints

Repairs Number of Complaints (Stage 1 & 2)
FY 2024/25



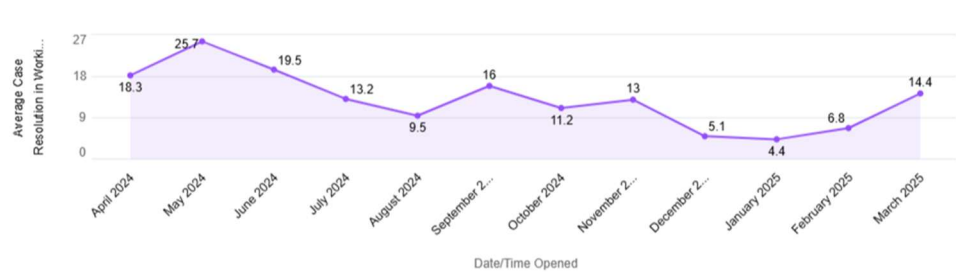
[View Report \(Copy of Repairs Monthly Complaints23\)](#)

Repairs Complaints Missed/Closed in Target



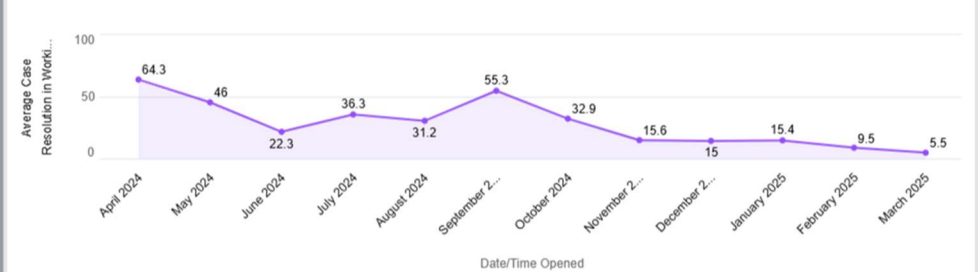
[View Report \(Copy Repairs Complaints Missed/Resolved23\)](#)

Repairs Stage 1 Response Times (average working days)



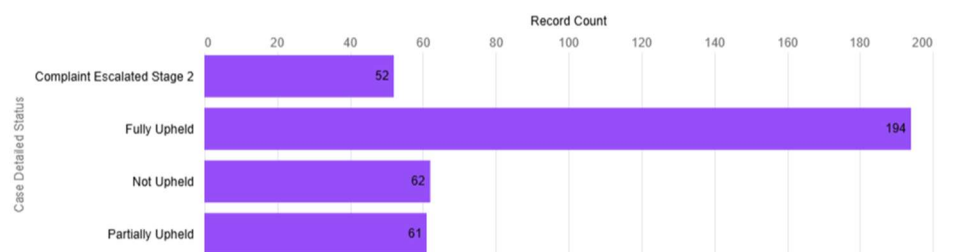
[View Report \(Copy of Repairs Stage 1 response times23\)](#)

Repairs Stage 2 Response Times (average working days)



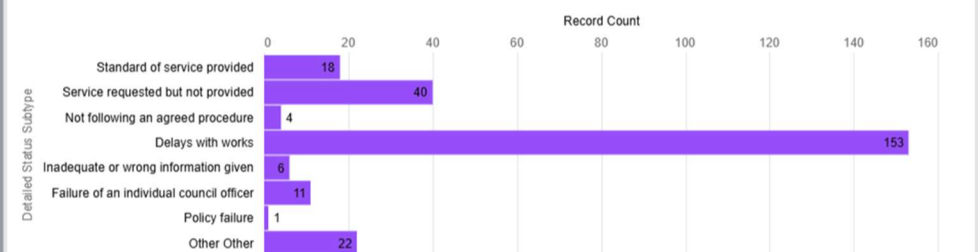
[View Report \(Copy of Hsq Repairs Stage 2 response 23\)](#)

Repairs complaints outcomes



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

Repairs complaints reasons for a upheld/partially upheld outcome

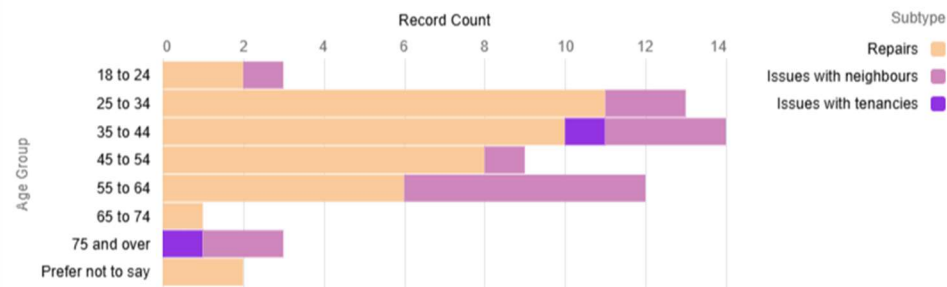


[View Report \(Reasons for Upheld Repairs Complaints\)](#)

Appendix 1.4 – Housing Complaints Equalities Monitoring

Housing HOS Equality Monitoring - Age Group

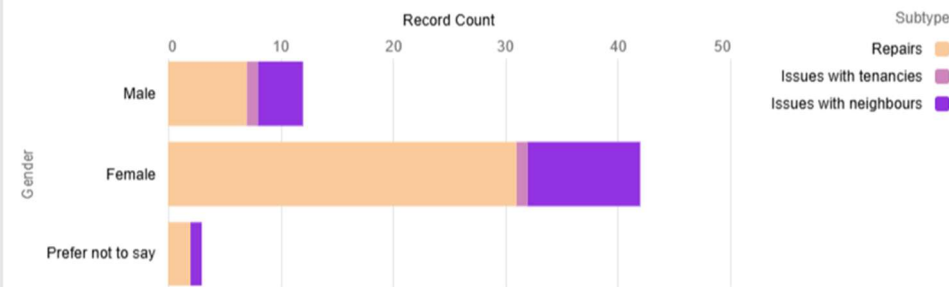
1 April 2024 - 31 March 2025



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

Housing HOS Equality Monitoring - Gender

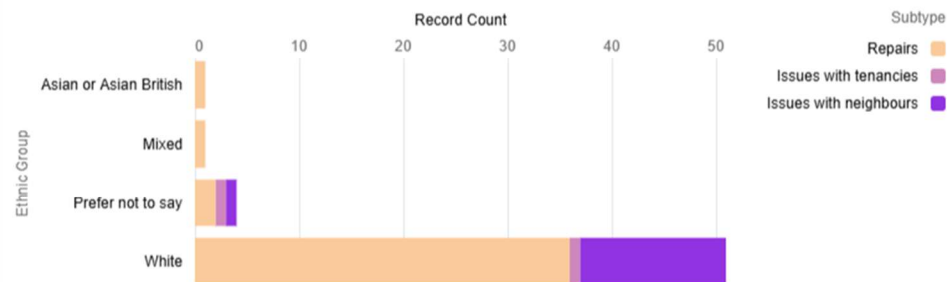
1 April 2024 - 31 March 2025



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

Housing HOS Equality Monitoring - Ethnicity

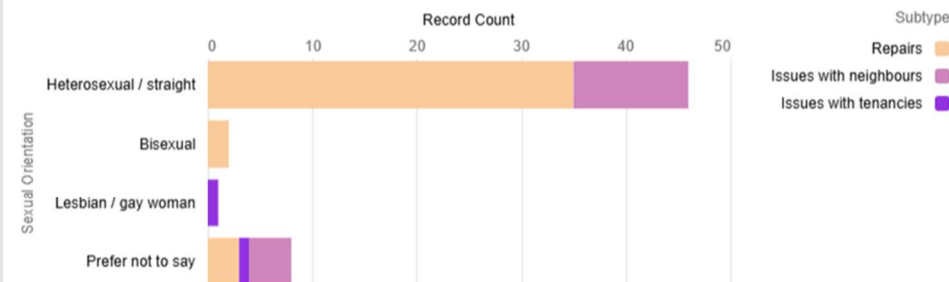
1 April 2024 - 31 March 2025



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

Housing HOS Equality Monitoring - Sexual Orientation

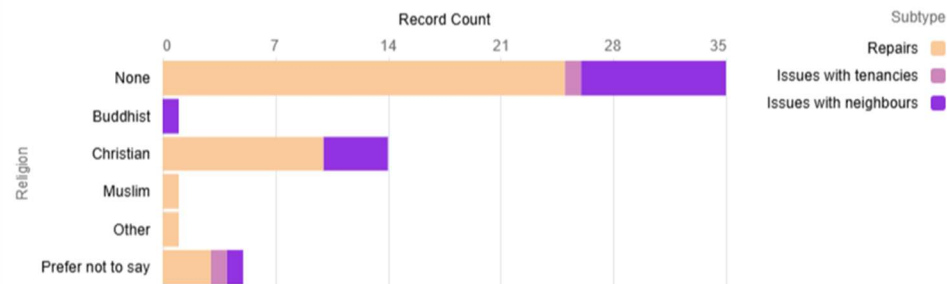
1 April 2024 - 31 March 2025



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

Housing HOS Equality Monitoring - Religion

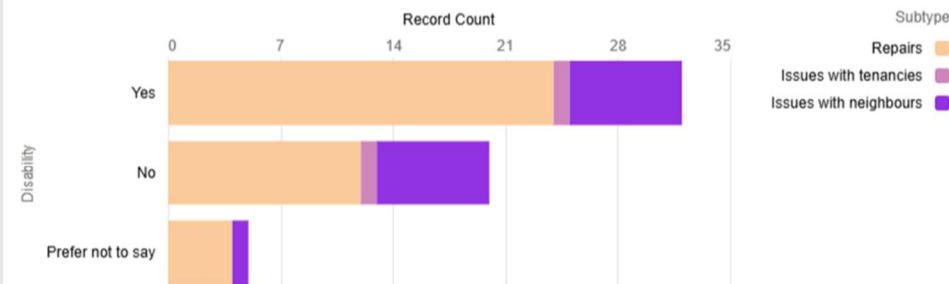
1 April 2024 - 31 March 2025



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

Housing HOS Equality Monitoring - Disability

1 April 2024 - 31 March 2025



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