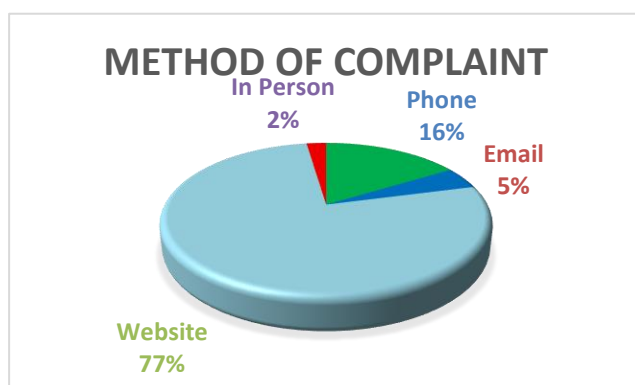


3. Complaints 2025/26

a) Analysis of Complaints received in the period 1 April 2025 to 31 March 2026.

Complaint Type	Received at Stage 1 *	Received at Stage 2	Total
Contractors	57	9	66
Investment	11	1	12
Repairs	51	7	58
Close Cleaning and Back Court Maintenance	3	0	3
Dissatisfied with Policy/Procedure	6	4	10
Environmental	1	1	2
Anti-Social	7	1	8
About a Staff Member	1	10	11
Standard of Service	1	0	1
Other Housing	8	0	8
All other Complaints	2	0	2
Rent and Arrears	1	0	1
Allocations	1	0	1
Landscaping and Garden Maintenance	2	0	2
Factoring	3	3	6
Concierge	0	0	0
Environmental	0	0	0
Total	155	36	191

* NB this includes escalated complaints as they were first received at Stage 1



The website was the preferred method of submitting a complaint in Q4.

4.	Compliments 2025/26
	<p>There were 21 compliments recorded on our system between 1 April 2025 and 31 March 2026. Compliments in Q4 included thanks for the following:</p> <ul style="list-style-type: none">• Thanks from a former tenant's daughter for making a difficult time easy.