

### 3. Complaints QYTD 2025/26

#### a) Analysis of Complaints received in the period 1 April to 31 December 2025.

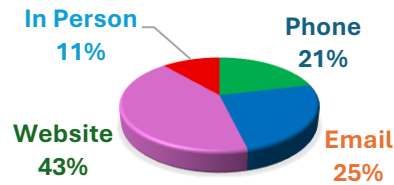
Over the 9-month period, a total of 133 complaints were received. In addition to the numbers below, there were also 12 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.

Complaint Type	Received at Stage 1 *	Received directly at Stage 2	Total
Contractors	55	8	63
Investment	7	0	7
Repairs	19	1	20
Close Cleaning and Back Court Maintenance	4	0	4
Dissatisfied with Policy/Procedure	2	1	3
Environmental	1	0	1
Anti-Social	5	1	6
About a Staff Member	1	3	4
Standard of Service	4	1	5
Other Housing	8	1	9
All other Complaints	2	0	2
Rent and Arrears	0	0	0
Allocations	1	1	2
Landscaping and Garden Maintenance	2	0	2
Factoring	2	2	4
Concierge	0	1	1
<b>Total</b>	<b>113</b>	<b>20</b>	<b>133</b>

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

The majority of our complaints this quarter were made through our website.

## METHOD OF COMPLAINT



Following the performance team restructure, we will be looking closer at complaints and collating learning outcomes, again to allow us to provide a better service to our customers.

#### 4. Compliments YTD 2025/26

There were 18 compliments recorded on our system between 1 April 2025 and 30 December 2025. Compliments in Q3 included thanks for the following:

- Thanks to Housing Officer, who is an asset to ng homes, for being honest, courteous and extremely helpful.
- Thanks for showing me round the viewing.
- Thanks for all your help dealing with the family at a hard time.
- Thanks for dealing with neighbour.
- Thanks for sorting out her bin issue.
- Thanks for my voucher, you have no idea how much this means, Christmas dinner thanks to Asda!

