



Customer Complaints Quarterly Report

July - September 2025



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Learning From You

The information presented in this report is based on data from July, August & September. We call this period Quarter 2.

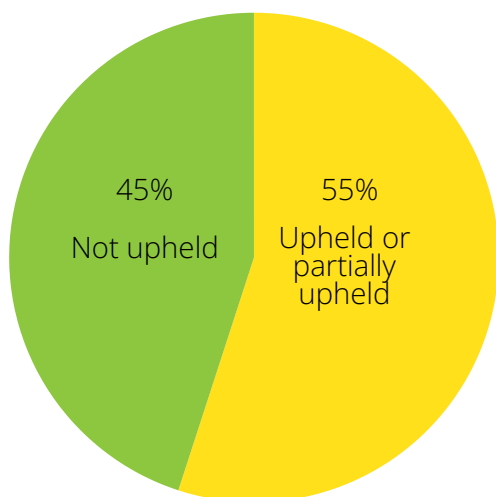
The purpose of this report is to present information about complaints. We are committed to sharing information about how many complaints we receive, whether we respond in time, and what happens as a result. If you have anything you'd like to see included, please let us know.

Number of complaints

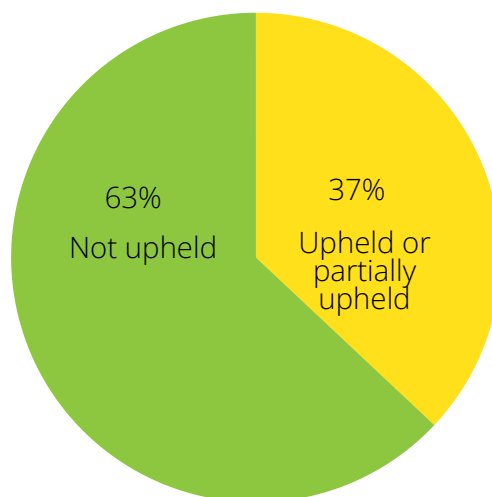
Complaint Stage	Q1	Q2	Total
Stage 1	113	121	234
Stage 2	34	22	56

Complaints outcomes

Stage 1 outcome



Stage 2 outcome



Case study: Improving How We Handle Follow-on Repairs

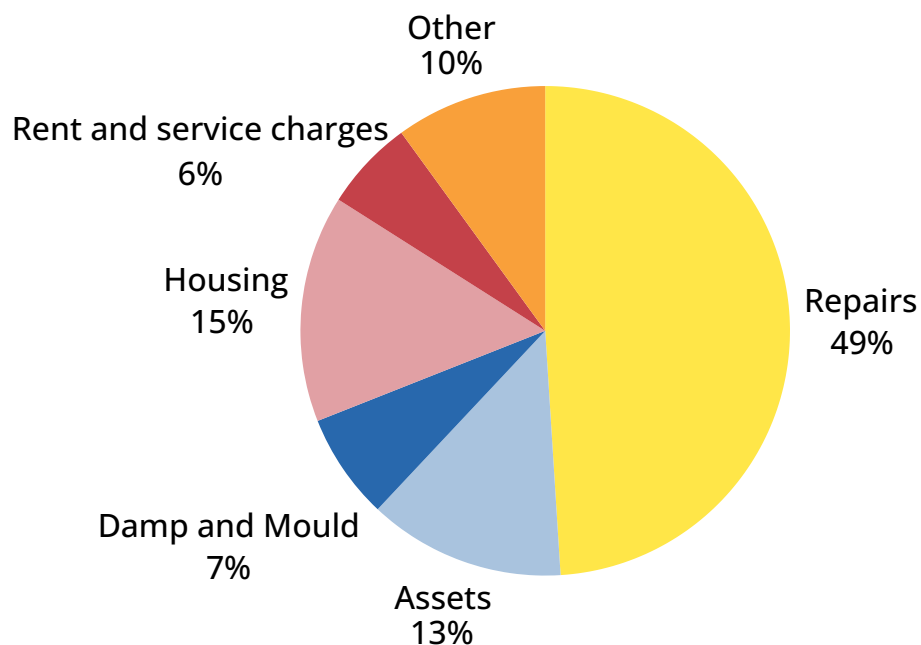
A resident reported a fault with their wet room shower. Our operatives attended quickly, but when a follow-on job was raised for replacement parts, some important information, including the resident's vulnerabilities were not copied across to the new job. This caused delays to the repair being completed and left the resident without access to bathing facilities during this time.

We've since worked with our contractor to introduce a new process for raising follow-on jobs. This ensures all key details, including household vulnerabilities, are communicated throughout the process.

These improvements mean future repairs can be completed more smoothly and residents receive a faster, more consistent service.

Customer complaints Quarterly Report Q2

Complaints by business area



In the second quarter of 2025 we completed 6,154 Repairs, in the same period we received 58 complaints relating to our repairs service. This is the equivalent of 0.9% of repairs being followed up with a complaint.



What difference have complaints made?

Learning from complaints and making service improvements as a result of them is one of the most important parts of the complaints handling process. Here are some of the changes we have made from listening to our customers:

- We have continued to share feedback and deliver training to our Out of Hours service provider to ensure the correct escalation process is followed, leading to quicker and more effective resolutions for residents.
- A new Senior Property Compliance Surveyor has joined our Compliance Team, bringing additional technical knowledge and experience. This will help us to meet our legal responsibilities as a landlord and further improve the quality and thoroughness of our Fire Risk Assessments.
- We have increased the frequency of testing on fall alarm systems in our Housing with Care Schemes. This ensures the systems are reliable and ready to respond in an emergency.