



Customer Complaints Quarterly Report

April - June 2026



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Learning From You

The information presented in this report is based on the first three months of this financial year, April, May & June. We call this period Quarter 1.

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. We invited all our involved customers, who are part of our Resident Voices group to influence what information we share.

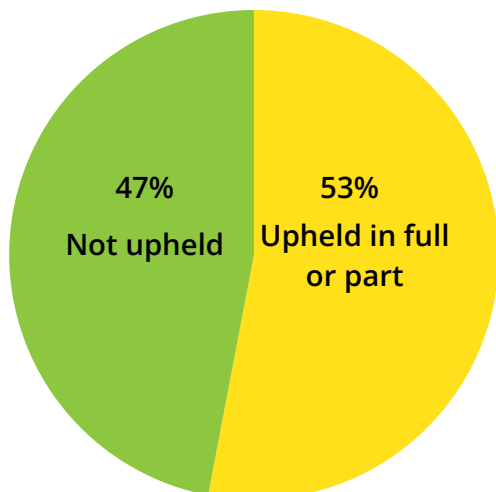
You told us that graphs are great, include a case study, include the number of repairs completed vs the number of complaints about repairs, and try to keep it brief! We want to present information that our customers want to know. If you have anything you'd like to see included, please let us know.

Number of complaints

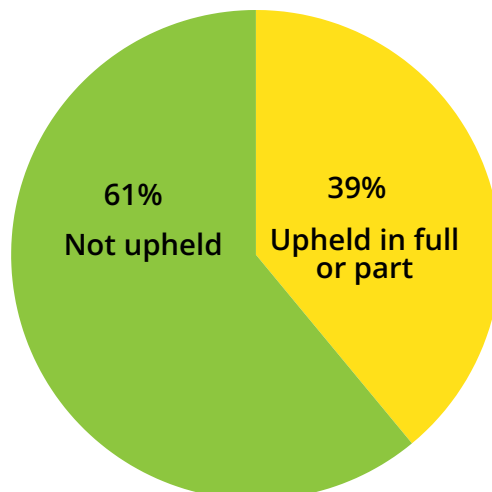
Quarter 1 complaints	
Stage 1	147
Stage 2	31

Complaints outcomes

Stage 1 outcome



Stage 2 outcome



Case study: Strengthening Grounds Maintenance Standards During Contractor Transition

A resident reported that a communal grassed area beside their home had not been maintained to the expected standard. Photographs confirmed that the work completed by our grounds maintenance contractor had been poor, with areas left uncut and not strimmed to the boundary fence.

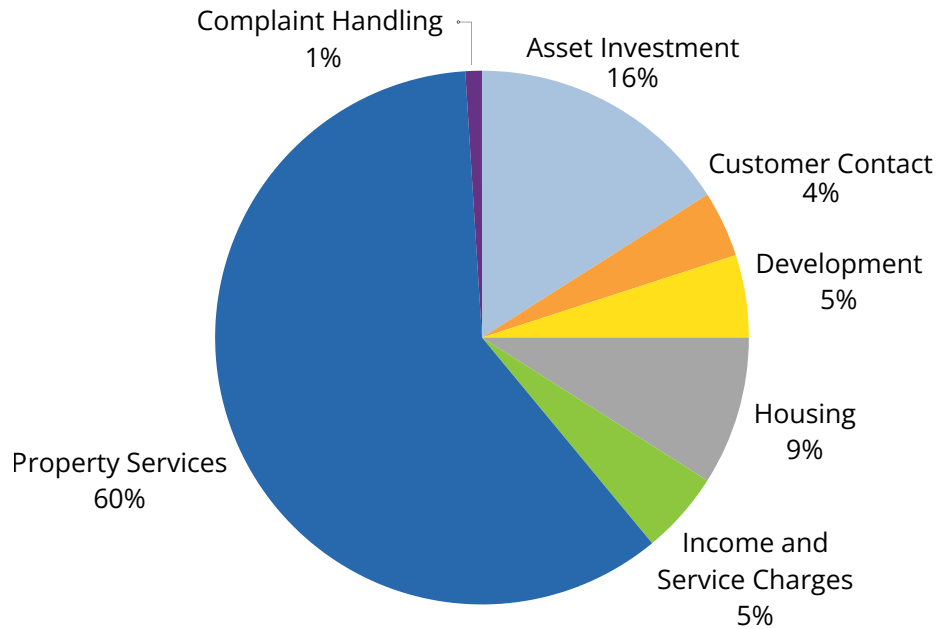
This issue occurred shortly after we transitioned to a new grounds maintenance contractor, and we recognise that teething problems can happen during the early stages of a new partnership. Complaints like this play an important role in helping us shape and refine the service.

In response, our Estates and Facilities team instructed the contractor to strim and cut the area to ground level and right up to the fence at every visit, without exception. The contractor has also briefed the team responsible to ensure consistent standards going forward.

This case highlights how customer feedback helps us identify early issues and strengthen service delivery as we embed our new contractor arrangements.

Customer complaints Quarterly Report Q1

Complaints by business area



In the first quarter of 2026/27, we completed 8,862 repairs across both Platform Property Care and Mears. In the same period, we received 78 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:

You said	We did
A customer told us that their antisocial behaviour case felt unclear and lacked structure, and that they were not provided with a formal action plan to help them understand what steps were being taken.	We are strengthening how we manage ASB cases. The Tenancy Services Team is reviewing practice and introducing a standardised action-plan template to ensure every customer receives a clear, structured plan. Managers will also audit active ASB cases to make sure communication and action-planning standards are consistently met.
Customers told us that our correspondence about pigeon netting was not consistent, leading to confusion about when netting could be considered and how decisions were made.	We reviewed our internal guidance and asked managers to ensure the case-by-case decision process is clearly understood and applied consistently by Customer Contact staff, so future communication is accurate and aligned.
Customers told us that our communication about repair progress including updates linked to follow on work and job completion was not consistent. They reported delays, unclear messaging, and situations where we were unaware that a repair had not been completed until they contacted us.	We reviewed our internal processes and asked the Repairs Manager to raise this issue with our new contractor, Mears, to prevent similar delays. We also identified that Rooftop lacked a clear process for monitoring incomplete jobs, so we tasked our incoming Head of Customer to work with the Customer Contact Team Leader to design and implement an oversight process ensuring we are alerted when a job is not completed.