

Housing Complaints | 2024-25

Q2 Report (Apr-September)



Complaints Received: **43**



Stage One Complaints: **36**

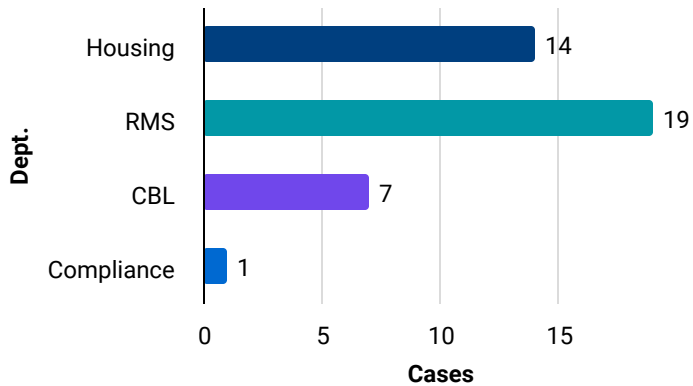


Stage Two Complaints: **5**



Excluded: **2**

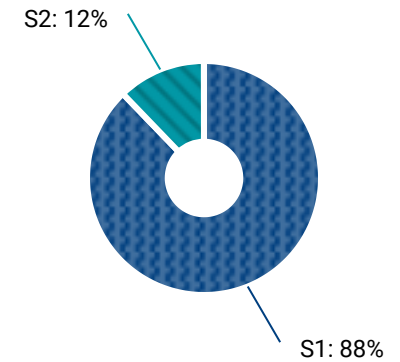
Services



Themes

1. Neglect/Unjustifiable Delay
2. Failure to Take Relevant Matters into Account
3. Property Condition (Often Linked to 1)

Complaints Raised



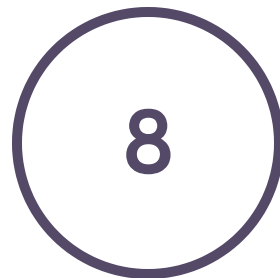
Stage 1 Response Time | 10 Working Days



Acknowledged within Ombudsman Timescale



Responded within Ombudsman Timescale



Responded Outside Ombudsman Timescale



In Progress

Stage 2 Response Time | 20 Working Days



Acknowledged within Ombudsman Timescale



Responded within Ombudsman Timescale



Responded Outside Ombudsman Timescale



In Progress



Learning

Communication/keeping a tenant informed (especially in regards to repairs) is of key importance to reduce complaints about neglect or delays. We have identified action we can take to better ensure repairs are coming into RMS through official channels to avoid missed items.