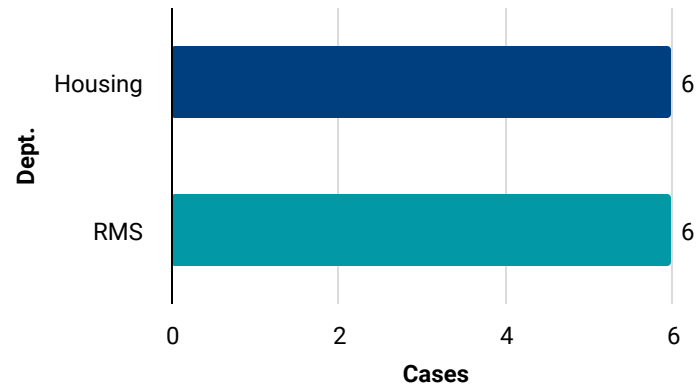


# Housing Complaints | 2024-25

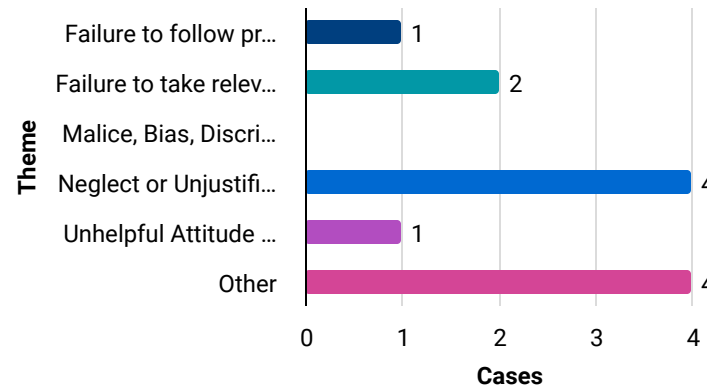
## Q1 Report (Apr-Jun)

← Complaints Received: **12**    **1** Stage One Complaints: **10**    **2** Stage Two Complaints: **2**

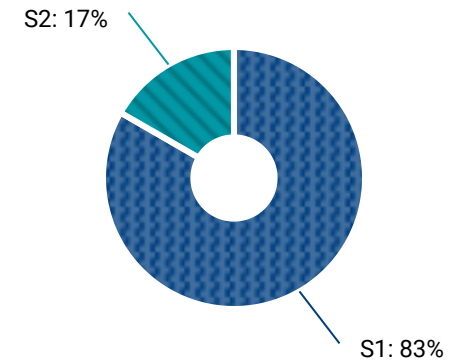
### Services



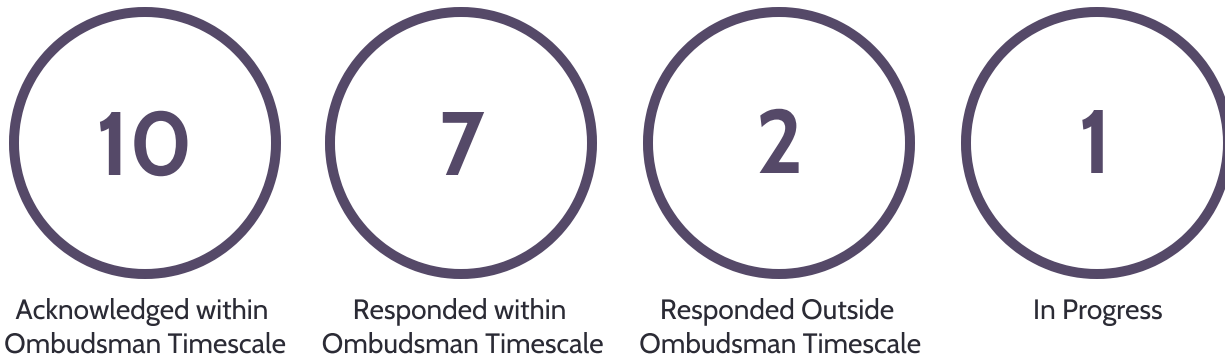
### Themes



### Complaints Raised



### Stage 1 Response Time | 10 Working Days **1**



### Stage 2 Response Time | 20 Working Days **2**



### Learning

Communication/keeping a tenant informed (especially in regards to repairs) is of key importance to reduce complaints about neglect or delays.