

Complaints Analysis - Q1,Q2.Q3 2024 - Reasons for complaints (Stage 1)

Repairs

Area of complaint	Number	Upheld	° ãoc ð ⁶⁶ Δ — Øffjñ	Not upheld	Escalated Stage 2
Chasing repairs <i>Includes repairs that have been reported but not yet attended, repeated calls but no information, inspector been but not actioned yet</i>	41	27		1	7
Delays with repairs <i>Unreasonable wait times, way past timescale</i>	33	25		0	7
Cancelled/missed/failed appointment <i>Failed appointments are those where an operative has attended but has not been heard, has attended at wrong time etc or has not followed instruction (e.g. knocked instead of rang)</i>	24	18		1	1
Damp and/or mould <i>Where damp/mould is the main reason for the complaint. Some other complaints (e.g. chasing repairs etc) also contain elements of damp/mould complaints</i>	19	12		2	3
Outstanding repairs/works <i>Where work has started but not been completed including where scaffolding has been erected</i>	14	10		1	2
Ongoing repairs/works <i>Repeated works/visits to the same repair/job</i>	14	8		1	3
Damage caused during a repair	8	5	2	1	0
Quality of work	7	3	0	2	2
Fencing needs replacing	7	2	1	3	1
Voids – length of time for work	6	3	1	0	2
Voids – condition property	5	2	1	0	2
Staff behaviour/conduct	5	2	0	2	1
Time taken for emergency/urgent repairs	4	2	0	2	0
Damage caused by delays fixing a leak	4	1	1	1	1
Condition of property	3	1	0	2	0
Path repairs (tenant obligations)	3	0	1	1	1
No notification/consultation of works	3	2	1	0	0
Wants a new kitchen	2	0	1	1	0
Disagree with charge/recharge	2	2	0	0	0
Out of Hours Customer Service	2	1	0	1	0
Poor communication <i>Where poor communication is the main reason for the complaint. Some other complaints (e.g. ongoing repairs etc) also contain elements of poor communication</i>	2	2	0	0	0
Works related to disrepair claims	2	0	0	0	2
Other (see breakdown)	19	5	3	7	4
Total	229	133	28	29	39

