



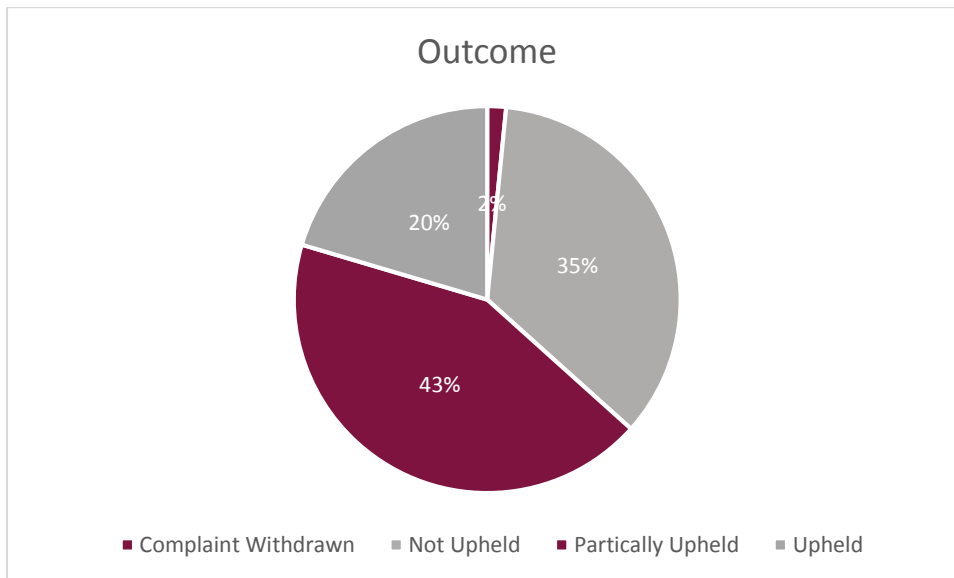
## Housing Complaints Performance

	2020/21	2021/22
Stage 1 complaints received	139	123
% responded within 10 days	60%	70%
<b>Outcome</b>		
Upheld	70	39
Not upheld	32	67
Partially	37	82
Withdrawn	0	3

### Detail for 2021/22

191 Complaints

123 Closed within 10 days 70%



Type	
General Services - Council Decision/Action	1
Allocations	1
Anti-social behaviour	9
Garages	1



Neighbourhood	6
Housing Other	11
Out of Hours	5
Rents & Service Charges	1
Private Sector Housing	3
Sheltered Services	8
Tenancy Management	10
Housing Options	4
Leaseholders	2
Staff & Customer Services	11
Property Services	118

Breakdown of property services	
Boiler/ Heating	27
Compensation	5
General	57
Contractor	29
Breakdown of contractor	
PH J Jones	3
Osborn	8
CCS	11
Other	7

