

Winchester

City Council

Housing Complaints Performance 2022/23

	2020/21	2021/22	2022/23
Stage 1 complaints received	139	191	177
% responded within 10 days	60%	70%	66%
Outcome			
Upheld	70	39	82
Not upheld	32	67	40
Partially upheld	37	82	41
Withdrawn	0	3	14

Detail for 2022/23

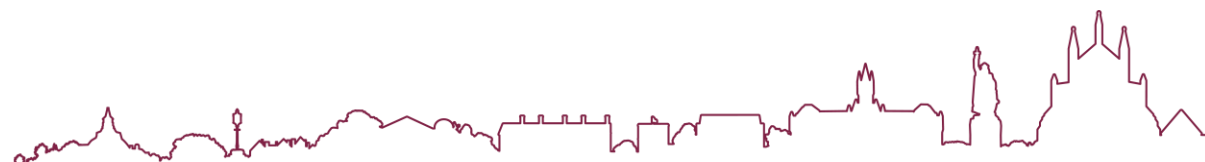
177 Complaints

66% Closed within 10 days

22 complaints escalated to stage 2

Type	
Allocations	5
Anti-social behaviour	8
Garages	1
Neighbourhood	4
Health & Safety	1
Housing Other	8
Rents & Service Charges	4
Right to Buy	3
Private Sector Housing	5
Sheltered Services	6
Tenancy Management	9
Housing Options	11
Voids	3
Leaseholders	8
Staff & Customer Services	7
Property Services	94

Breakdown of property services



Boiler/ Heating	15
Compensation	7
General	22
Out of Hours	5
Planned Maintenance	2
Windows	2
Service Failure	19
Contractor	11
Breakdown of contractor	
Amber Scaffolding	2
Osbourne	5
CCS	4

