

# Winchester

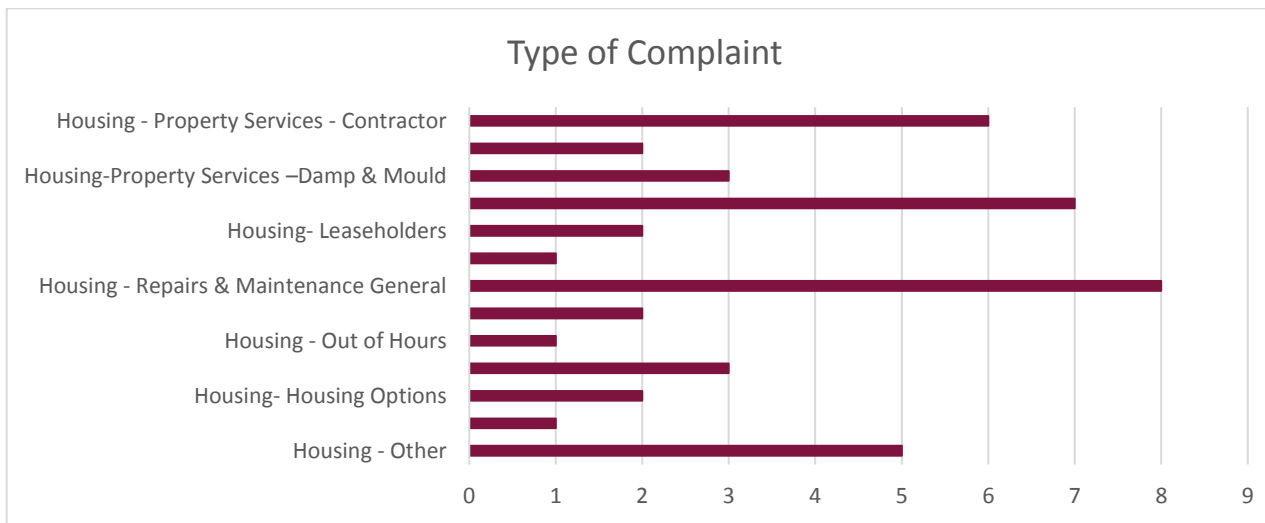
City Council

## Housing Complaints Q2 – 2023/24

**Stage 1 complaints received** 43  
Responded to within 10 days 25 – 58%  
Escalated to Stage 2 2

27 Property services  
10 Responded within 10 days  
37%

16 Other housing  
15 responded within 10 days  
94%



26 Upheld  
5 Not upheld  
9 Partially upheld  
3 Withdrawn

17 MP Enquires  
2 Housing Ombudsman

