

HOUSING COMPLAINTS PERFORMANCE DASHBOARD

LATEST REPORTING DATE:

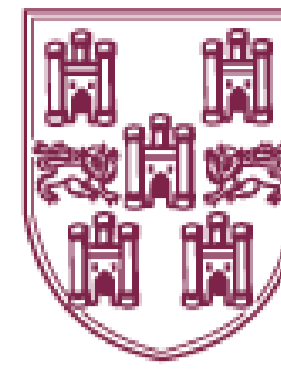
June 2026

This report provides information on the complaints performance for Housing

The pages are listed to the right detailing what is provided in this dashboard, including -

- All housing, latest month performance broken down by stage
- Year on year performance data going back to 2023/24 to show trends
- Break down for both Housing Landlord and Housing Strategic areas
- Information on highest complaints by type
- Comparisons for remedy and outcomes of complaints

It is updated each calendar month with details of complaints completed in the preceding month



Winchester
City Council

1. All Housing - Latest Month

2. Landlord only - Latest Month

3. Table of Landlord complaints details - Latest Month

4. Strategic Only - Latest Month

5. All Housing - Year on year performance and by type

6. All Housing - Outcome and Remedy - Year vs year

7. Landlord only - Performance and type - Year vs year

8. Landlord only - Top 15 Complaint Type - Year vs year chart view

9. Landlord only - Outcome and remedy - Year vs year

10. Strategic only - Performance and type - Year vs year

11. Strategic only - Outcome and remedy - Year vs year

HOUSING COMPLAINTS PERFORMANCE - LATEST MONTH

Reporting Date:
June 2026

Stage 1:

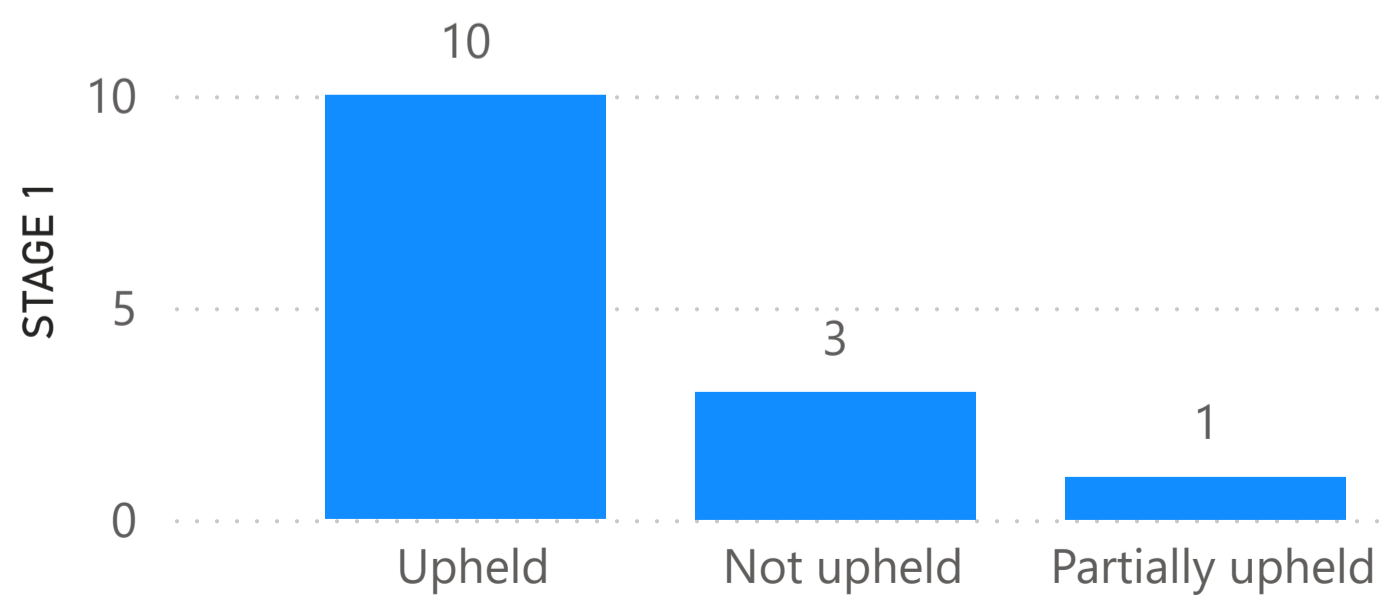
Totals:
14 of 14

Stage 1 in time:
100%

Complaint Remedy Type Description Total:

Complaint Remedy Type Description	Total:
Apology	4
Compensation	1
Compensation & associated works	5
Explanation given	2
Works done/Remedial action	2

Complaint Outcome



Stage 2:

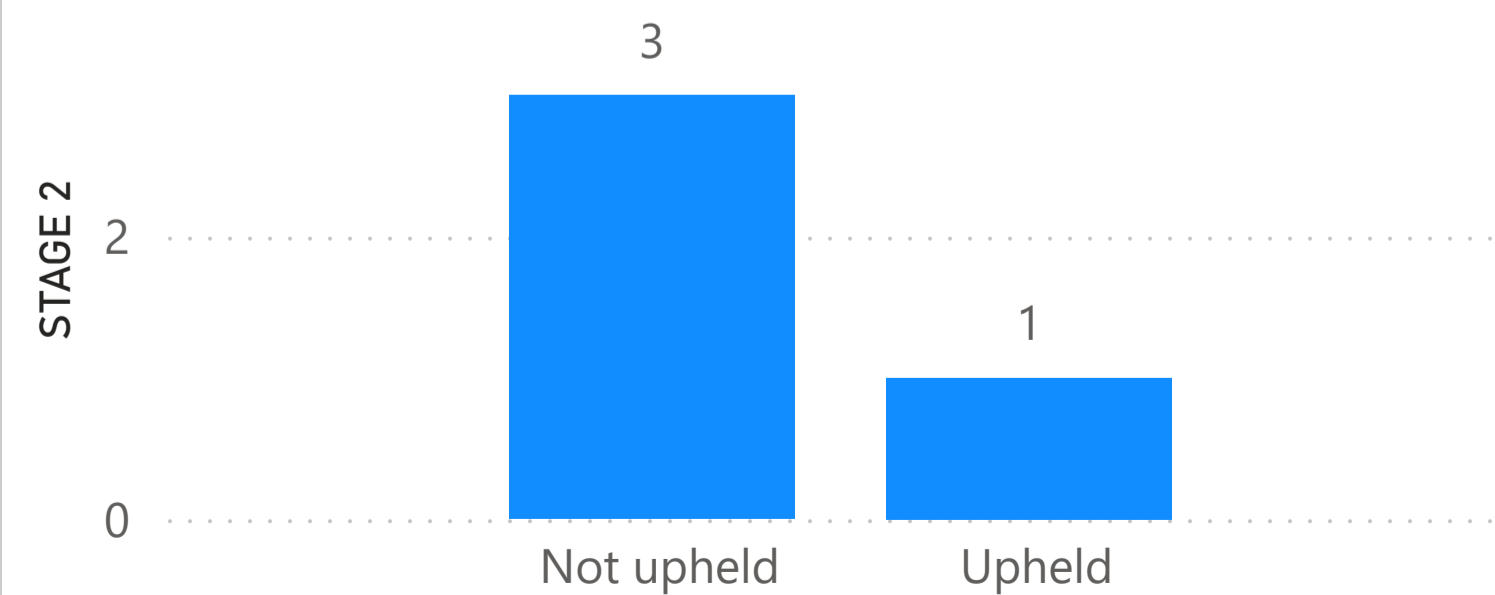
Totals:
4 of 4

Stage 2 in time:
100%

Complaint Remedy Type Description Total:

Complaint Remedy Type Description	Total:
Apology	1
Compensation	1
Explanation given	1
Works done/Remedial action	1

Complaint Outcome



MP:

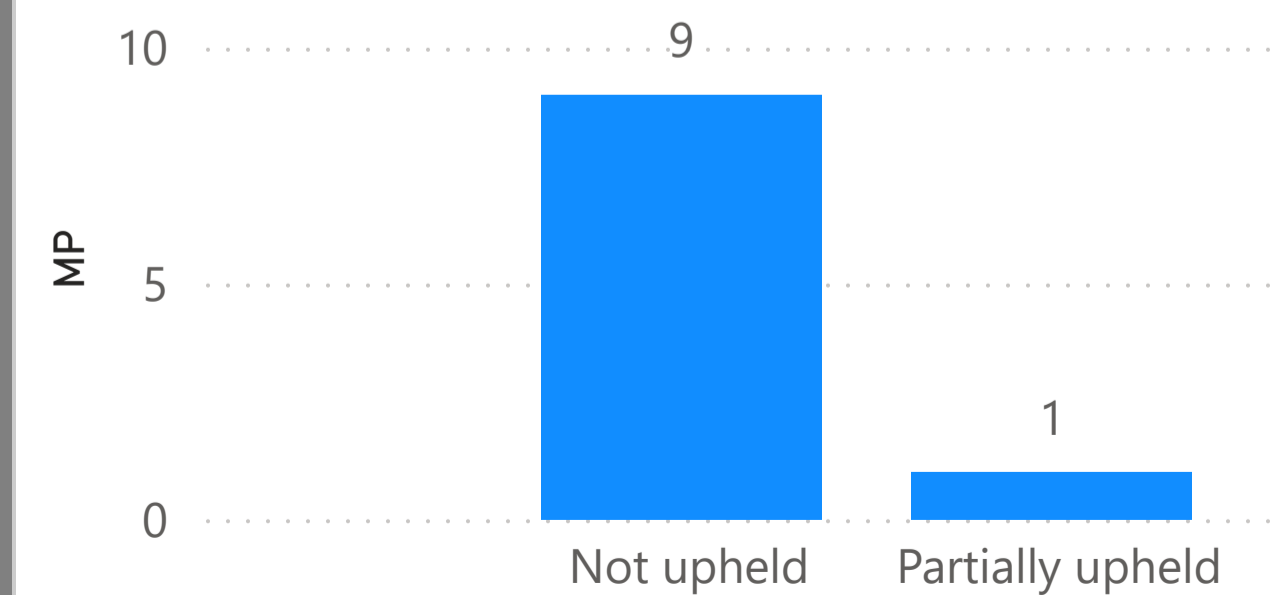
Totals:
10 of 10

MP in time:
100%

Complaint Remedy Type Description Total:

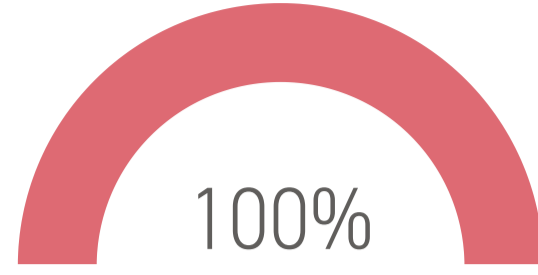
Complaint Remedy Type Description	Total:
Apology	1
Explanation given	8
Works done/Remedial action	1

Complaint Outcome



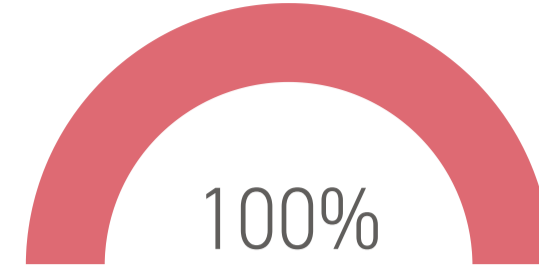
Report 2

Stage 1 in time:



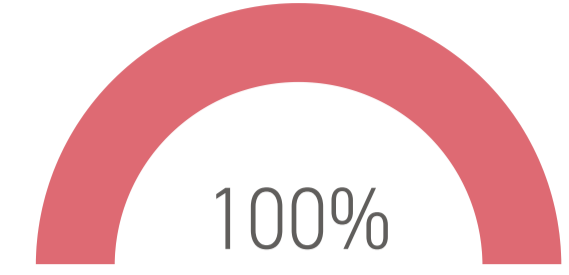
Totals:
14 of 14

Stage 2 in time:



Totals:
4 of 4

MP in time:



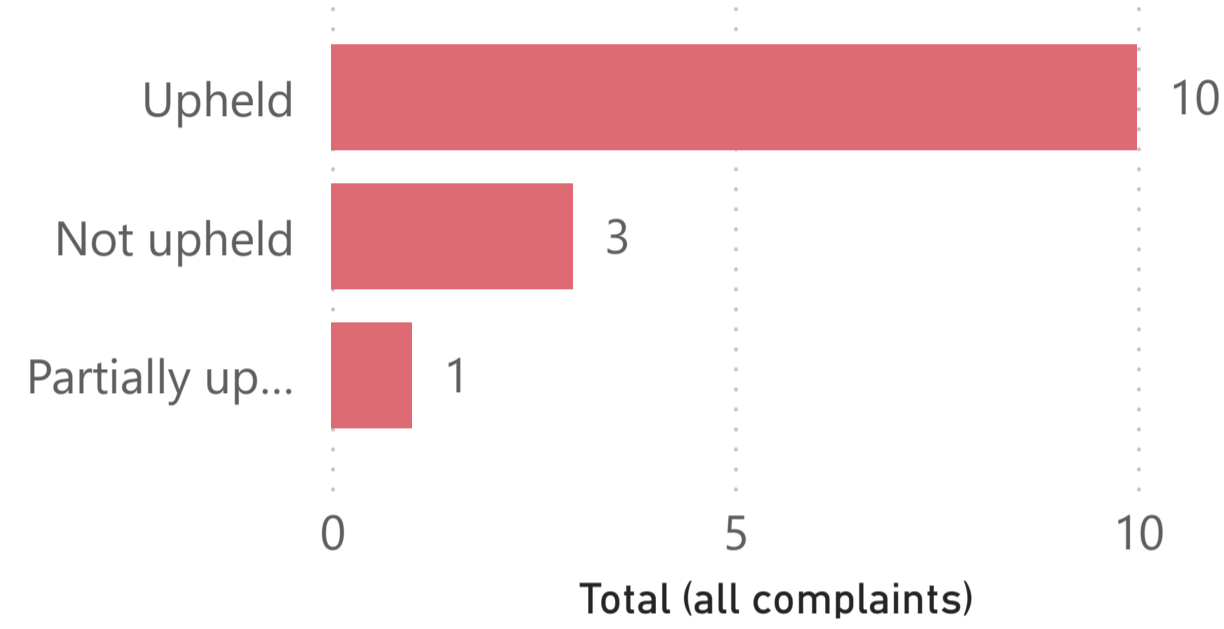
Totals:
7 of 7

LANDLORD ONLY - LATEST MONTH:

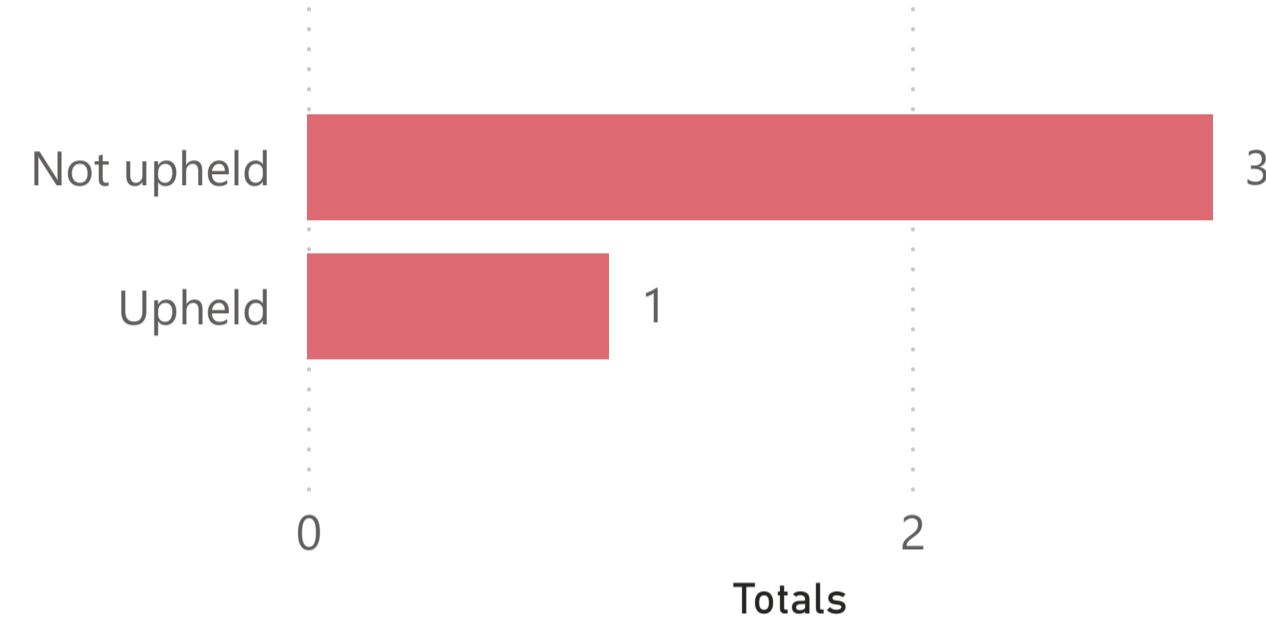
Reporting Date:
June 2026

Targets:
Stage 1 90%
Stage 2 100%
MP 90%

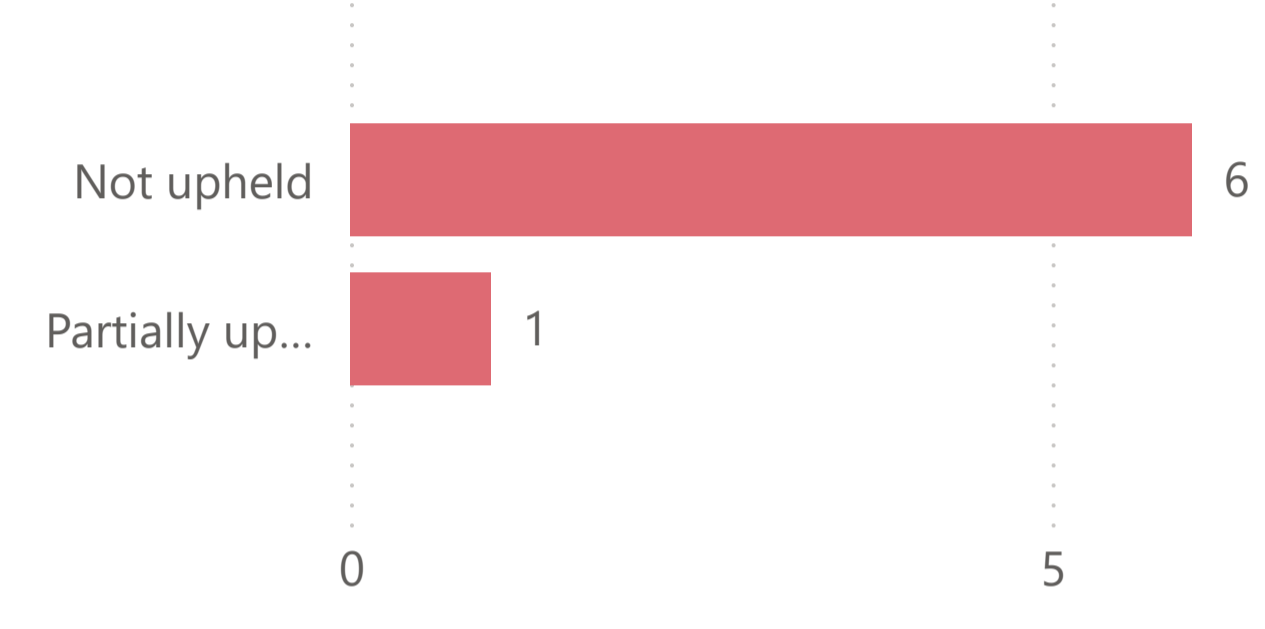
Complaint Outcome



Complaint Outcome



Complaint Outcome



Remedy Type:	Total:
Apology	4
Compensation	1
Compensation & associated works	5
Explanation given	2
Works done/Remedial action	2

Remedy Type:	Total:
Apology	1
Compensation	1
Explanation given	1
Works done/Remedial action	1

Remedy Type:	Totals:
Apology	1
Explanation given	5
Works done/Remedial action	1

3. Table of Landlord complaints details - Latest Month

LANDLORD ONLY - LATEST MONTH:

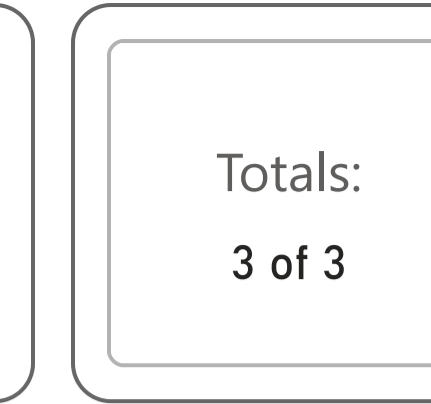
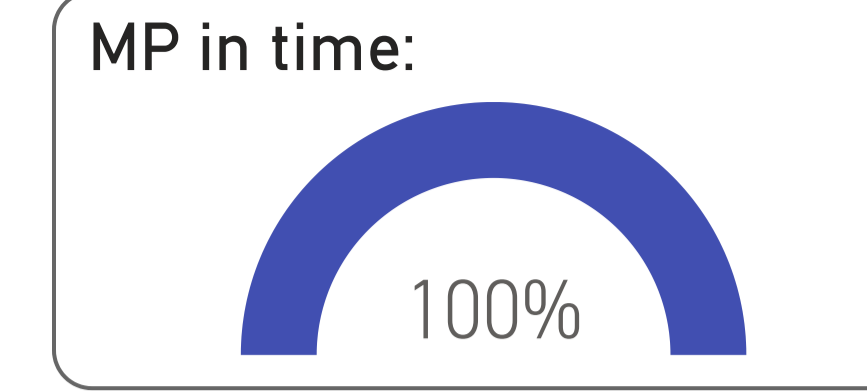
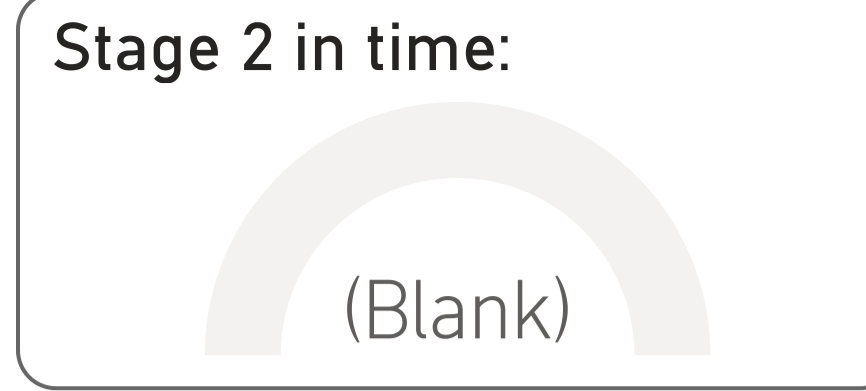
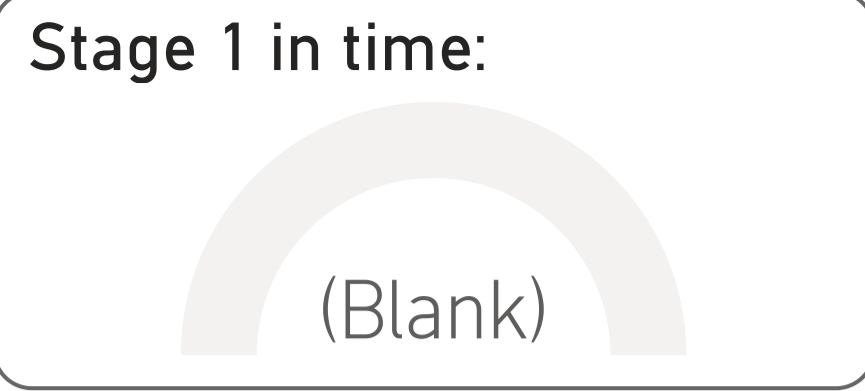
Reporting Date:
June 2026

Targets: *Stage 1 90% ; Stage 2 100%*
MP 90%

TABLE OF COMPLAINT DETAILS:

Reference ID	Complaint Type Description	Due Date	Closed Date	Closed In Time Flag	Complaint Outcome Description	Complaint Remedy Type Description	Stage Title
16923	Housing - Property Services –Damp & Mold	05 June 2026	04 June 2026	Yes	Not upheld	Works done/Remedial action	Complaint to Chief Executive
17097	Housing - Anti-social behaviour	09 June 2026	09 June 2026	Yes	Not upheld	Apology	Complaint to Chief Executive
17146	Housing - Property Services – Service failure	18 June 2026	17 June 2026	Yes	Upheld	Compensation	Complaint to Chief Executive
17188	Housing - Other	24 June 2026	24 June 2026	Yes	Not upheld	Explanation given	Complaint to Chief Executive
16974	Housing - Property Services - House Condition	03 June 2026	03 June 2026	Yes	Upheld	Compensation & associated works	Complaint to Head of Service
17193	Housing - Property Services - Boiler/ Heating	01 June 2026	01 June 2026	Yes	Upheld	Compensation & associated works	Complaint to Head of Service
17194	Housing - Property Services –Damp & Mold	01 June 2026	01 June 2026	Yes	Upheld	Works done/Remedial action	Complaint to Head of Service
17195	Housing - Property Services – Service failure	01 June 2026	01 June 2026	Yes	Not upheld	Apology	Complaint to Head of Service
17197	Housing - Property Services - Contractor	02 June 2026	02 June 2026	Yes	Upheld	Compensation & associated works	Complaint to Head of Service
17211	Housing - Property Services – Service failure	03 June 2026	03 June 2026	Yes	Upheld	Compensation & associated works	Complaint to Head of Service
17225	Housing - Repairs & Maintenance General	10 June 2026	09 June 2026	Yes	Upheld	Works done/Remedial action	Complaint to Head of Service
17237	Housing - Property Services - House Condition	10 June 2026	10 June 2026	Yes	Upheld	Compensation	Complaint to Head of Service
17240	Housing - Property Services - Boiler/ Heating	10 June 2026	09 June 2026	Yes	Not upheld	Explanation given	Complaint to Head of Service
17245	Housing - Repairs & Maintenance General	11 June 2026	10 June 2026	Yes	Not upheld	Explanation given	Complaint to Head of Service
17246	Housing - Voids	11 June 2026	11 June 2026	Yes	Partially upheld	Apology	Complaint to Head of Service
17265	Housing - Property Services - Planned maintenance	16 June 2026	15 June 2026	Yes	Upheld	Compensation & associated works	Complaint to Head of Service
17271	Housing - Property Services - Planned maintenance	18 June 2026	18 June 2026	Yes	Upheld	Apology	Complaint to Head of Service
17336	Housing - Sheltered Services	03 July 2026	23 June 2026	Yes	Upheld	Apology	Complaint to Head of Service
17198	MP Complaint	02 June 2026	02 June 2026	Yes	Not upheld	Works done/Remedial action	MP Complaint
17214	MP Complaint	05 June 2026	04 June 2026	Yes	Not upheld	Explanation given	MP Complaint
17216	MP Complaint	04 June 2026	04 June 2026	Yes	Partially upheld	Apology	MP Complaint
17296	MP Complaint	24 June 2026	24 June 2026	Yes	Not upheld	Explanation given	MP Complaint
17300	MP Complaint	25 June 2026	24 June 2026	Yes	Not upheld	Explanation given	MP Complaint
17325	MP Complaint	01 July 2026	30 June 2026	Yes	Not upheld	Explanation given	MP Complaint
17340	MP Complaint	06 July 2026	24 June 2026	Yes	Not upheld	Explanation given	MP Complaint

Report 4



**STRATEGIC
ONLY - LATEST
MONTH:**

Reporting Date:
June 2026

Targets:
Stage 1 90%
Stage 2 100%
MP 90%

Complaint Outcome (all)

Complaint Outcome	Totals
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Complaint Outcome (all)

Complaint Outcome	Totals
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Complaint Outcome (all)

Complaint Outcome	Totals
Explanation given	3

Remedy Type: Totals:

Remedy Type	Totals
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Remedy Type: Totals:

Remedy Type	Totals
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Remedy Type: Totals:

Remedy Type	Totals
Explanation given	3

Reference ID	Complaint Type Description	Due Date	Closed Date	Closed In Time Flag	Complaint Outcome Description	Complaint Remedy Type Description	Stage Title
17282	MP Complaint	22 June 2026	22 June 2026	Yes	Not upheld	Explanation given	MP Complaint
17309	MP Complaint	26 June 2026	26 June 2026	Yes	Not upheld	Explanation given	MP Complaint
17328	MP Complaint	01 July 2026	30 June 2026	Yes	Not upheld	Explanation given	MP Complaint

HOUSING - ALL

Targets: *Stage 1 90%; Stage 2 100%; MP 90%*

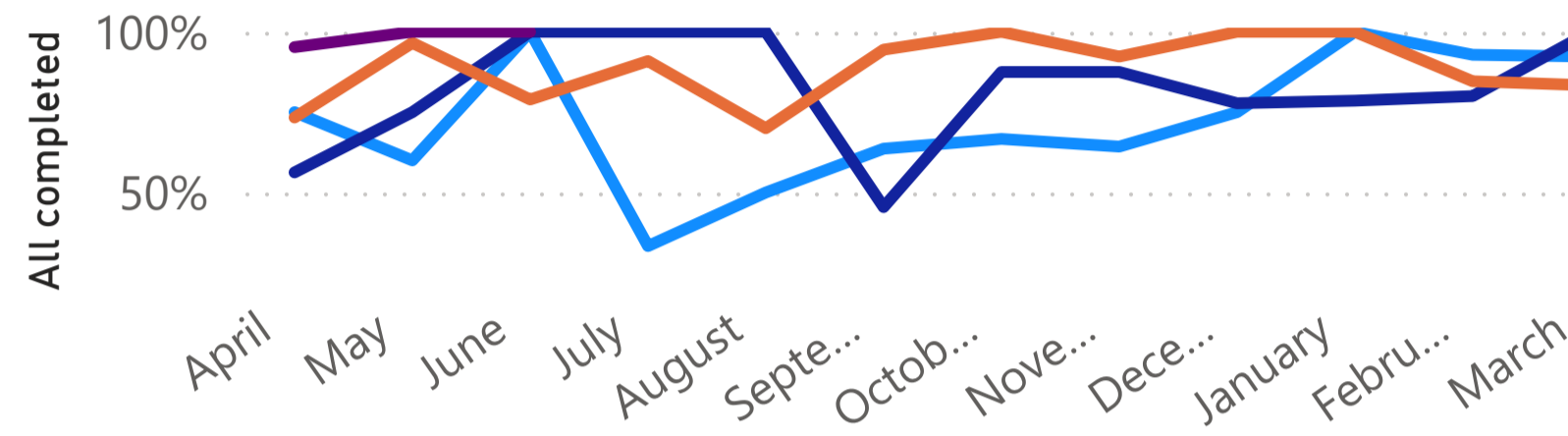
OVERALL PERFORMANCE & BY TYPE - YEAR VS YEAR

Stage 1:

Rolling Average:

83%

Financial Year ● 2023-24 ● 2024-25 ● 2025-26 ● 2026-27

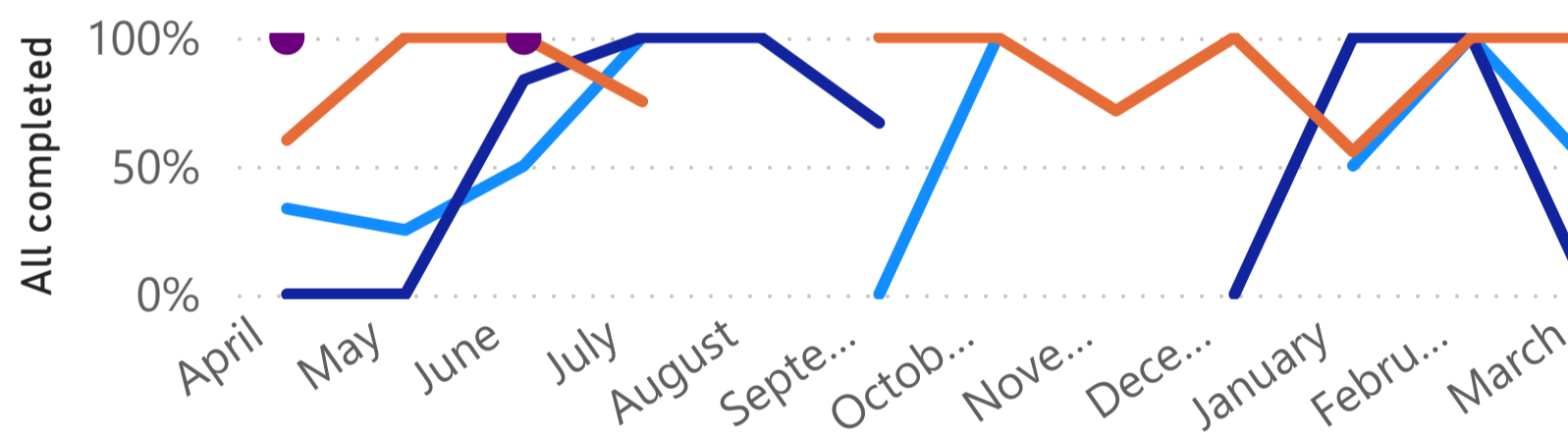


Stage 2:

Rolling Average:

72%

Financial Year ● 2023-24 ● 2024-25 ● 2025-26 ● 2026-27

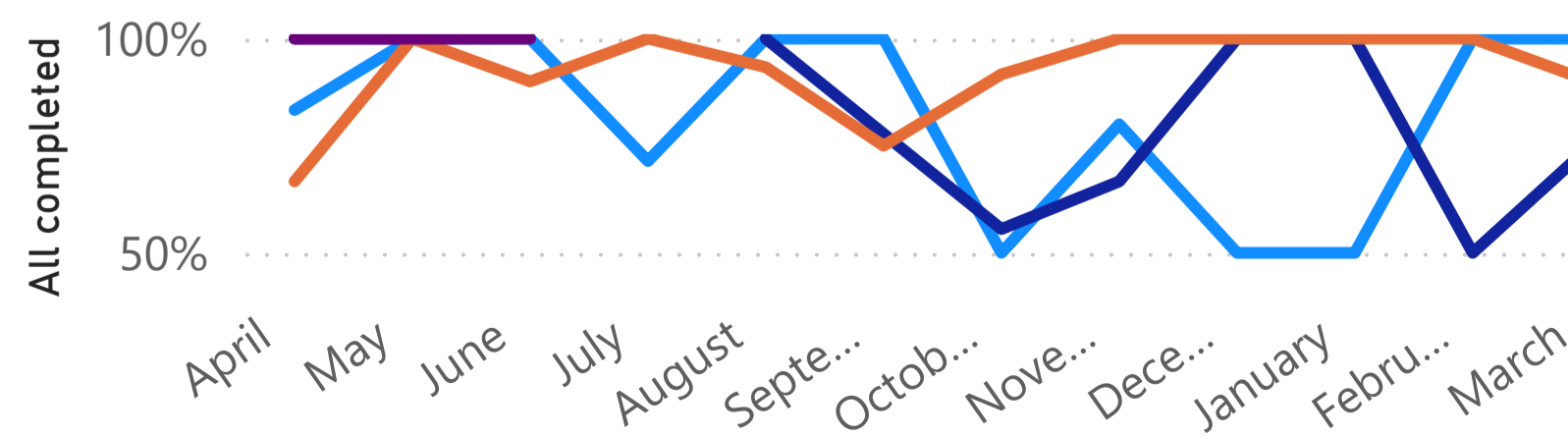


MP:

Rolling Average:

89%

Financial Year ● 2023-24 ● 2024-25 ● 2025-26 ● 2026-27



Top 25 complaint type descriptions (excluding MP):

Complaint Type Description	2023-24	2024-25	2025-26	2026-27	Total
Housing - Repairs & Maintenance General	25	11	25	7	68
Housing - Property Services – Service failure	24	16	18	9	67
Housing - Property Services - Boiler/ Heating	10	15	25	3	53
Housing - Property Services - Damp & Mold	13	14	19	6	52
Housing - Other	14	16	10	1	41
Housing - Property Services - Contractor	15	7	12	4	38
Housing - Property Services - Compensation	7	6	21		34
Housing - Housing Options	2	7	10	1	20
Housing - Staff & Customer Services	8	8	4		20
Housing - Property Services - House Condition		2	12	5	19
Housing - Tenancy Management	5	3	10	1	19
Housing - Health & safety		1	15	1	17
Housing - Property Services - Planned maintenance	4	5	4	3	16
Housing - Leaseholders	3	5	6		14
Housing - Allocations	1	1	10	1	13
Housing - Neighbourhood	5	2	5		12
Housing - Anti-social behaviour	2	1	4	3	10
Housing - Garages		3	6	1	10
Housing - Fire Safety	5		2	1	8
Housing - Property Services - Retrofit		2	6		8
Housing - Property Services - Windows	3	2	1		6
Housing - Sheltered Services	1	1	3	1	6
Housing - Out of Hours	2	2	1		5
Housing - Private Sector Housing	2	1	2		5
Housing - Rents & Service Charges	1		4		5
Housing - Voids		3		2	5

HOUSING - ALL

OUTCOME & REMEDY - YEAR VS YEAR

REMEDY TYPE (YEAR vs YEAR):

Stage 1:

Remedy Type (all stage 1)	2023-24	2024-25	2025-26	2026-27
# none added #	2	6	9	
Apology	24	23	13	7
Compensation	9	32	92	9
Compensation & associated works			3	10
Compensation and associated works				2
Do not use			8	
Explanation given	37	21	41	6
Review of Policy/Procedure	1	4	5	
Withdrawn	10	11	14	3
Works done/Remedial action	53	17	5	8
Total	136	114	190	45

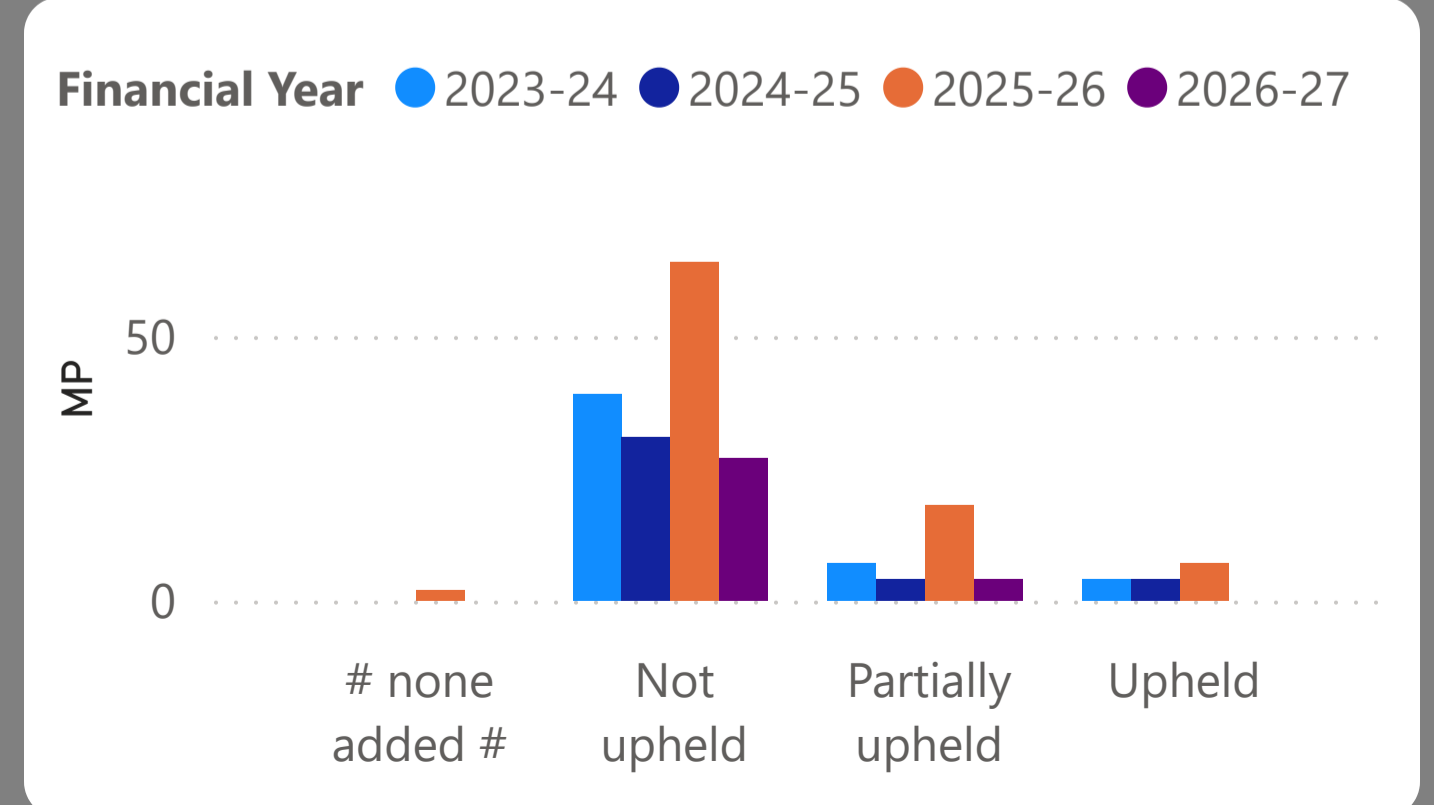
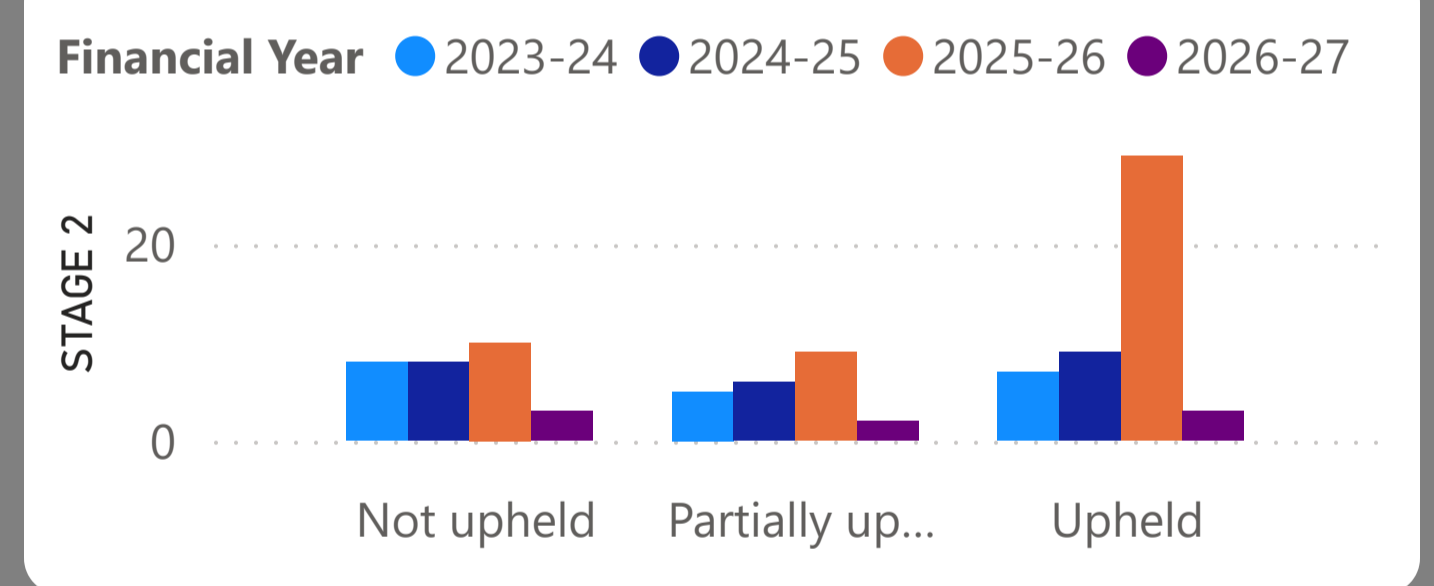
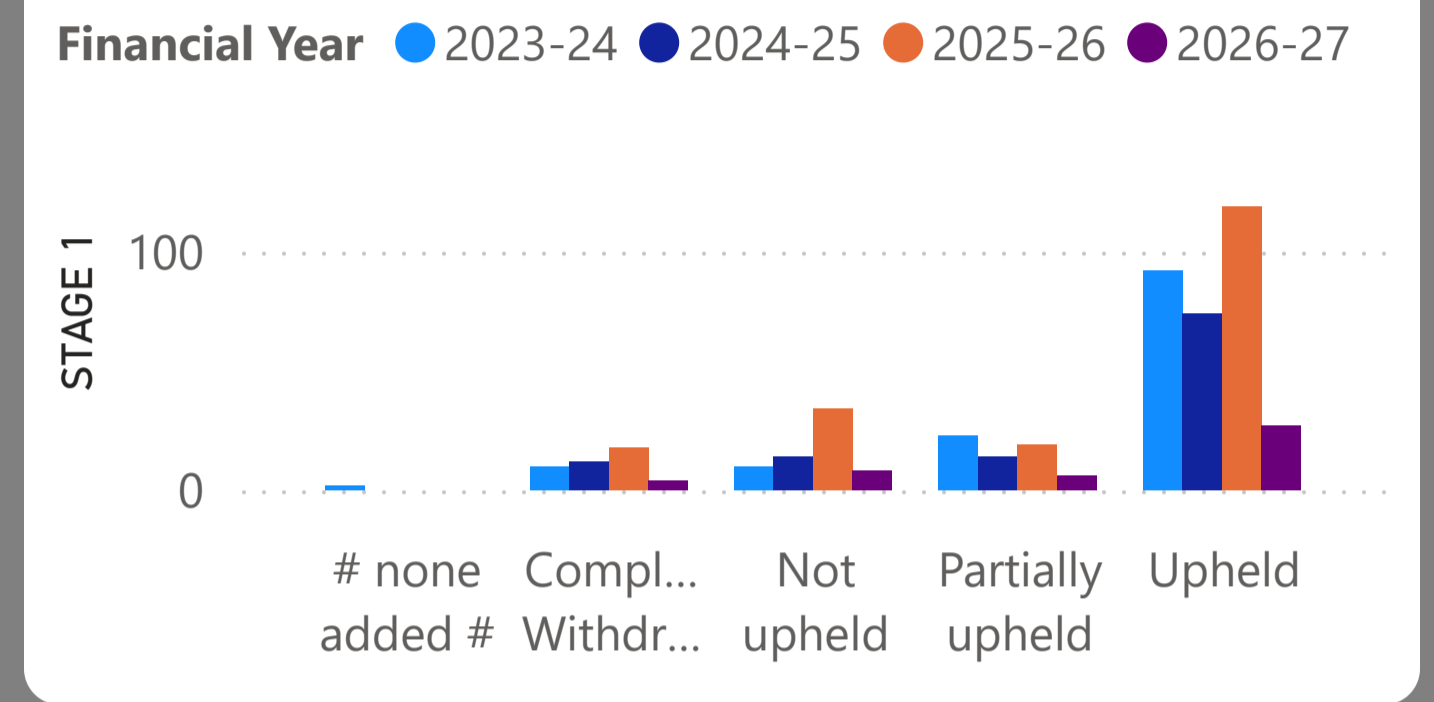
Stage 2:

Remedy Type (all stage 2)	2023-24	2024-25	2025-26	2026-27
# none added #		1	1	
Apology	3	2	7	2
Compensation	1	7	24	2
Compensation & associated works				1
Explanation given	9	11	14	2
Review of Policy/Procedure	1		1	
Works done/Remedial action	6	2	1	1
Total	20	23	48	8

MP:

Remedy Type (all MP)	2023-24	2024-25	2025-26	2026-27
Apology	4	3	2	1
Compensation	3	3	3	
Do not use			1	
Explanation given	40	32	81	29
Works done/Remedial action	3	1	4	1
Total	50	39	91	31

COMPLAINT OUTCOME:



LANDLORD ONLY:

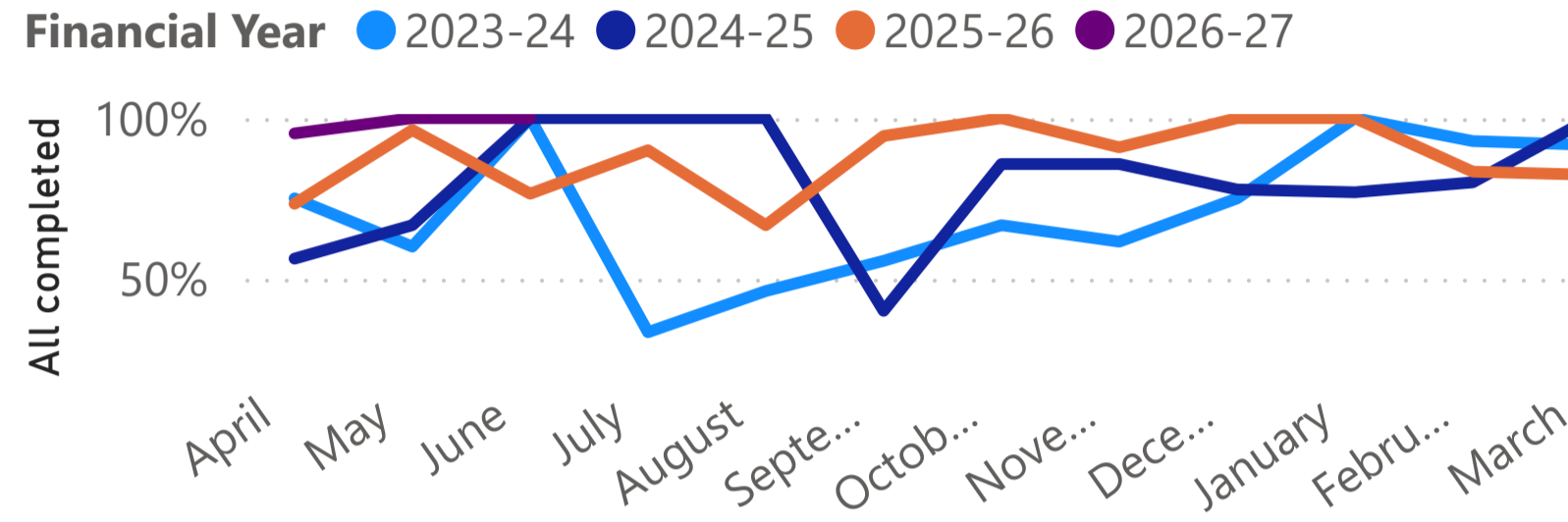
Targets: *Stage 1 90%; Stage 2 100%; MP 90%*

OVERALL PERFORMANCE & BY TYPE - YEAR VS YEAR

Stage 1:

Rolling Average:

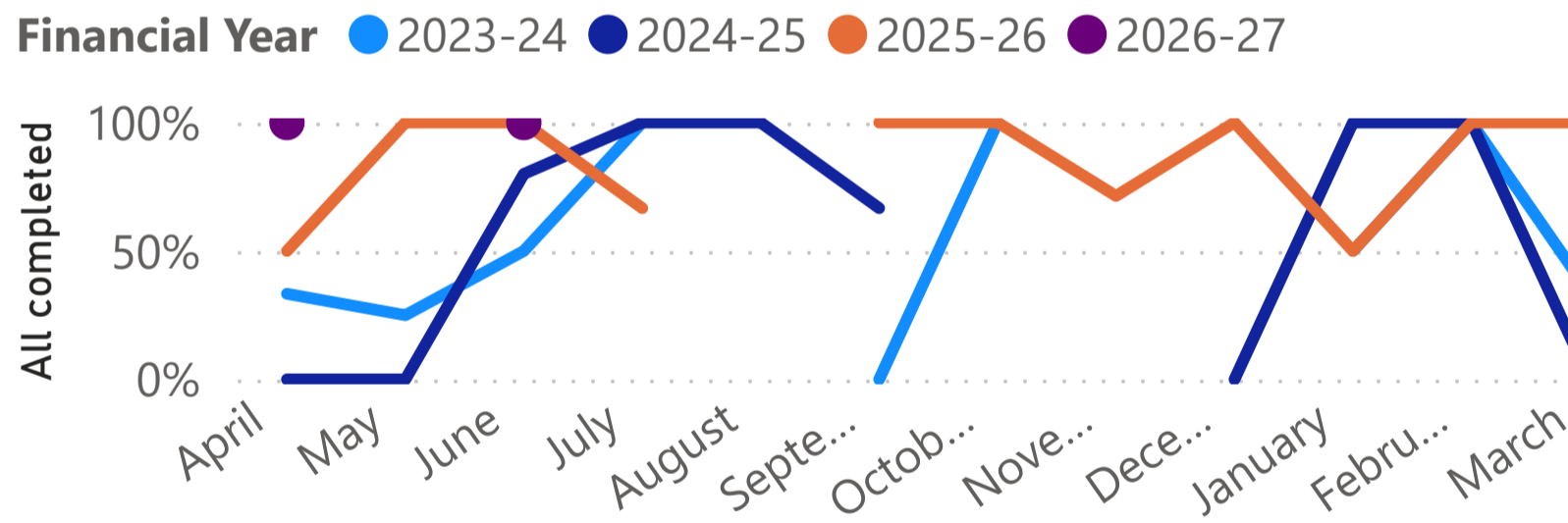
82%



Stage 2:

Rolling Average:

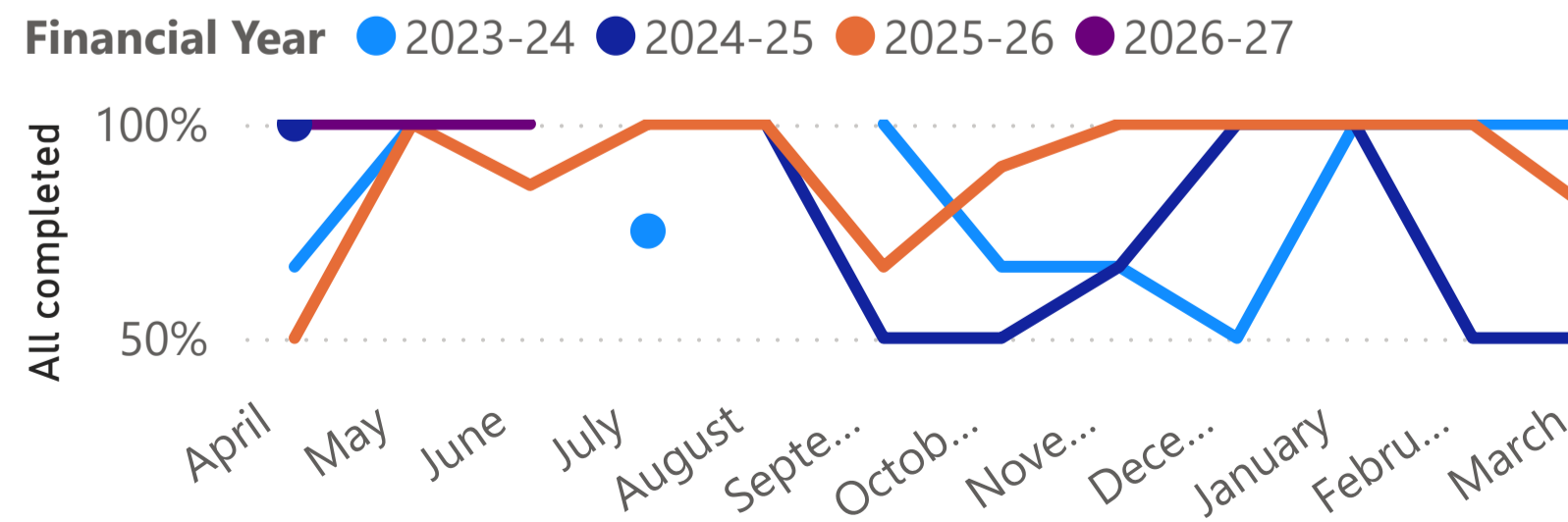
69%



MP:

Rolling average:

86%

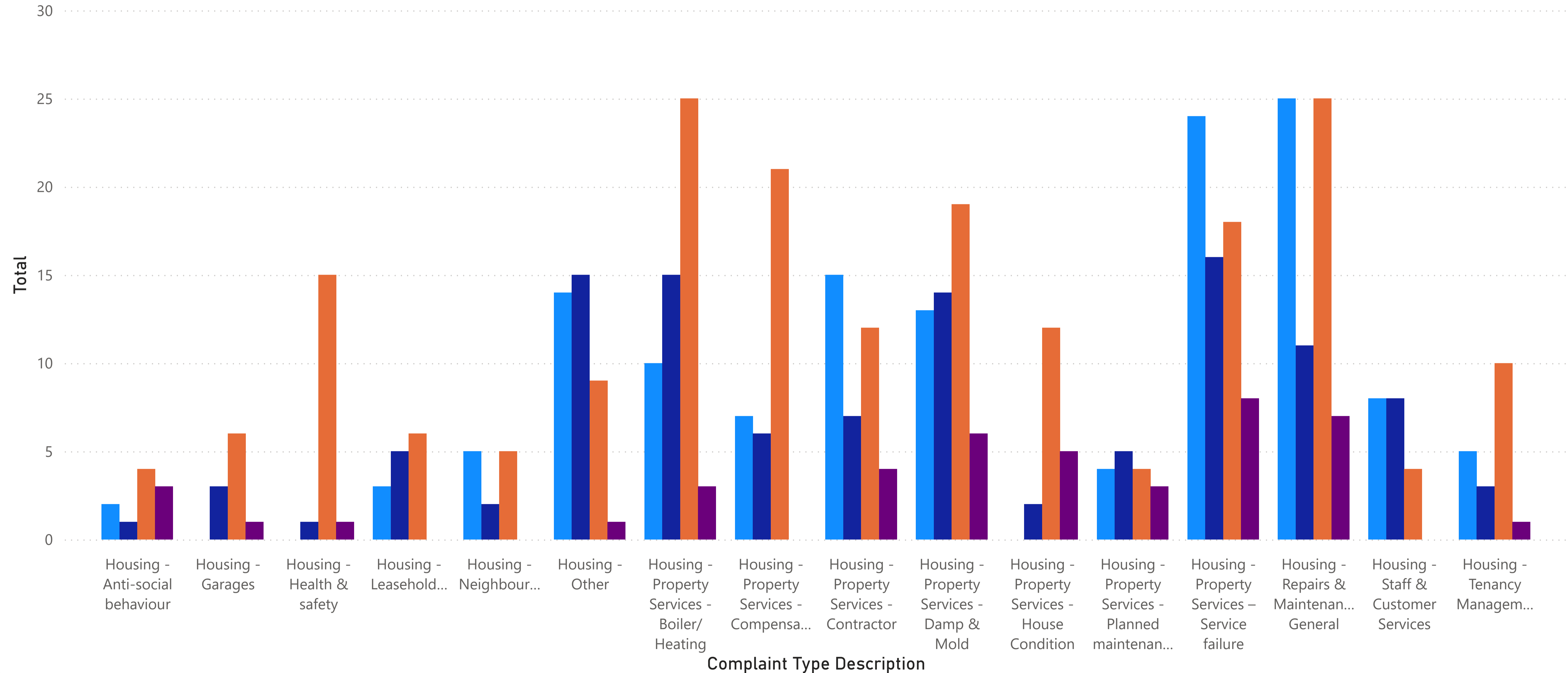


Top 25 complaint type descriptions (excluding MP):

Complaint Type Description	2023-24	2024-25	2025-26	2026-27	Total
Housing - Repairs & Maintenance General	25	11	25	7	68
Housing - Property Services – Service failure	24	16	18	8	66
Housing - Property Services - Boiler/ Heating	10	15	25	3	53
Housing - Property Services - Damp & Mold	13	14	19	6	52
Housing - Other	14	15	9	1	39
Housing - Property Services - Contractor	15	7	12	4	38
Housing - Property Services - Compensation	7	6	21		34
Housing - Staff & Customer Services	8	8	4		20
Housing - Property Services - House Condition		2	12	5	19
Housing - Tenancy Management	5	3	10	1	19
Housing - Health & safety		1	15	1	17
Housing - Property Services - Planned maintenance	4	5	4	3	16
Housing - Leaseholders	3	5	6		14
Housing - Neighbourhood	5	2	5		12
Housing - Anti-social behaviour	2	1	4	3	10
Housing - Garages		3	6	1	10
Housing - Fire Safety	5		2	1	8
Housing - Property Services - Retrofit		2	6		8
Housing - Property Services - Windows	3	2	1		6
Housing - Sheltered Services	1	1	3	1	6
Housing - Out of Hours	2	2	1		5
Housing - Rents & Service Charges	1		4		5
Housing - Voids		3		2	5
Housing - Right to buy	1	1	2		4
# none added #	1	1	1		3

Top 15 complaint type descriptions (excluding MP):

Financial Year ● 2023-24 ● 2024-25 ● 2025-26 ● 2026-27



REMEDY TYPE (YEAR vs YEAR):

Stage 1:

Remedy Type (stage 1)	2023-24	2024-25	2025-26	2026-27
# none added #	1	6	7	
Apology	23	20	11	7
Compensation	9	32	92	8
Compensation & associated works			3	10
Compensation and associated works				2
Do not use			8	
Explanation given	34	17	35	4
Review of Policy/Procedure	1	4	5	
Withdrawn	10	10	11	3
Works done/Remedial action	53	17	5	8
Total	131	106	177	42

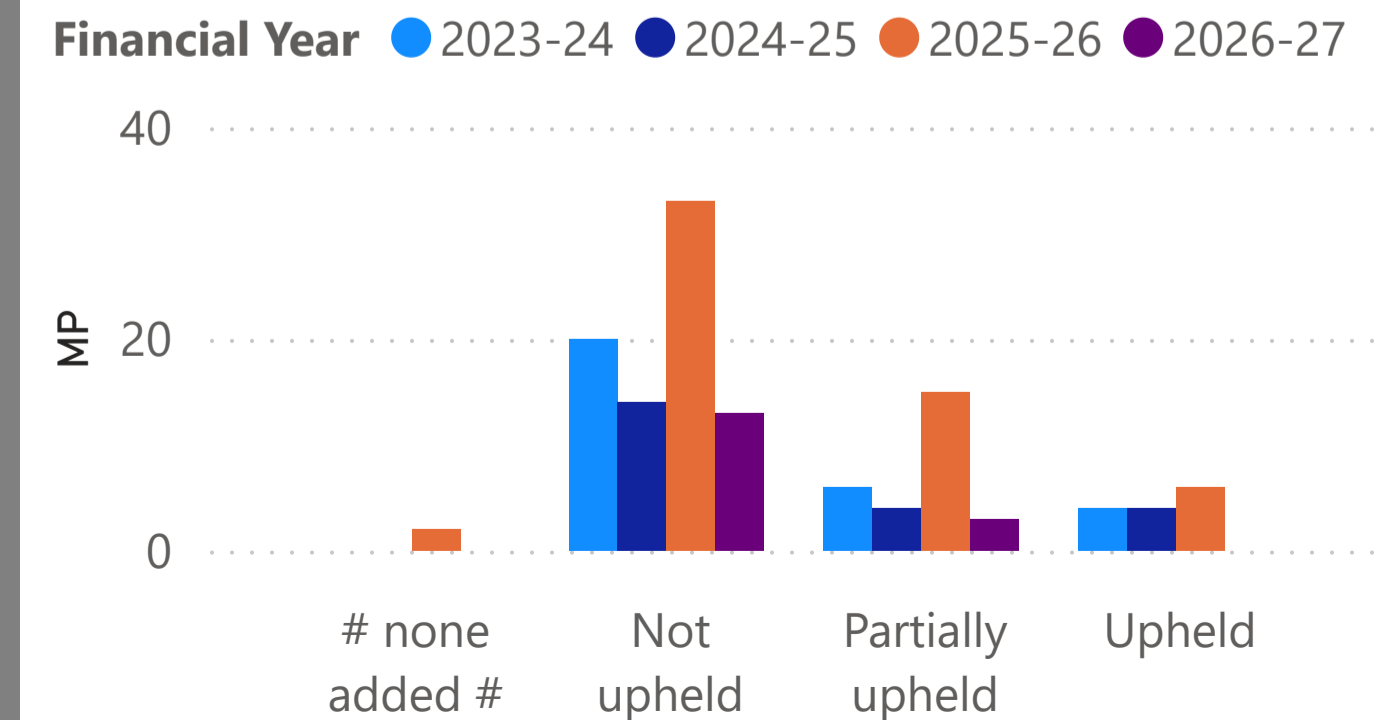
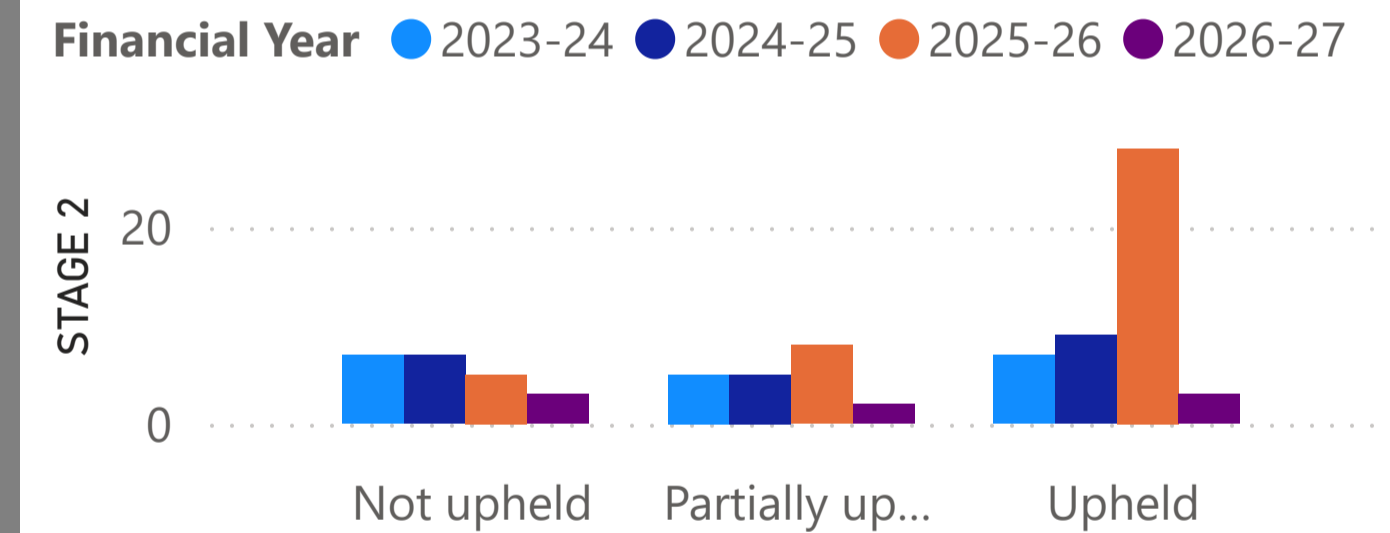
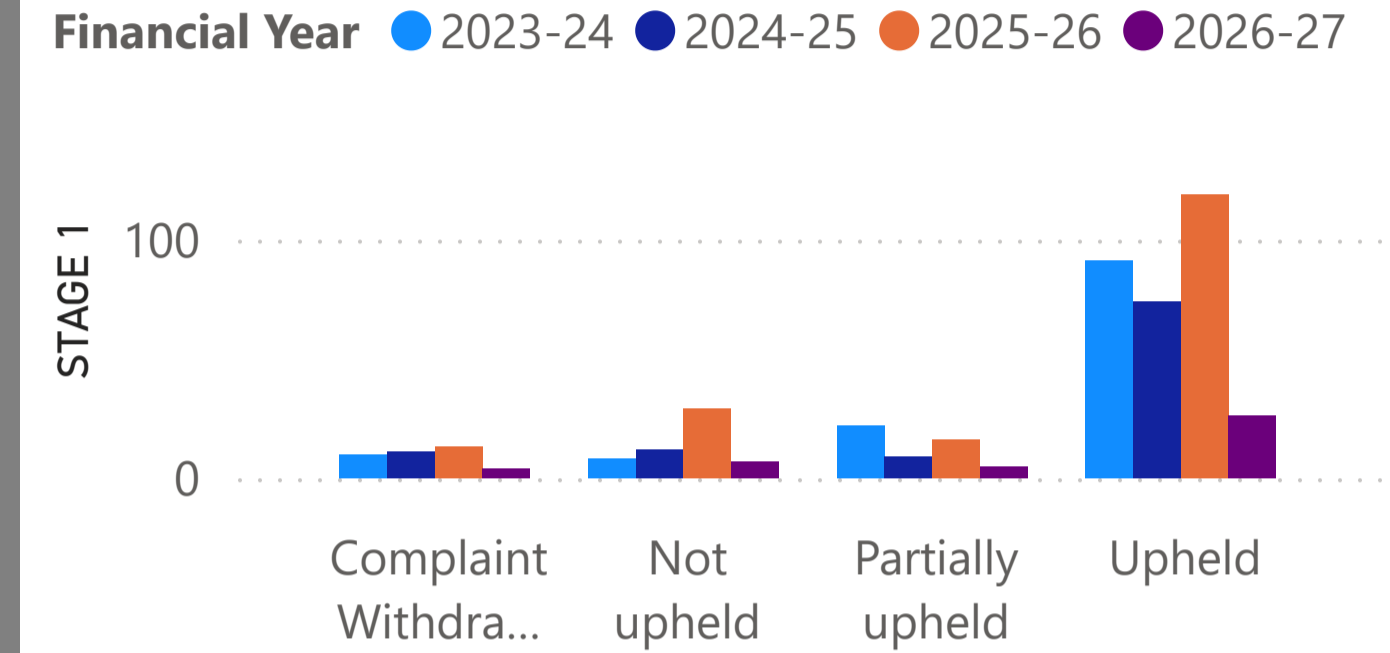
Stage 2:

Remedy Type (stage 2)	2023-24	2024-25	2025-26	2026-27
# none added #			1	
Apology	3	2	5	2
Compensation	1	7	24	2
Compensation & associated works				1
Explanation given	8	10	9	2
Review of Policy/Procedure	1		1	
Works done/Remedial action	6	2	1	1
Total	19	21	41	8

MP:

Remedy Type (MP)	2023-24	2024-25	2025-26	2026-27
Apology	4	3	1	1
Compensation	3	3	3	
Do not use			1	
Explanation given	20	15	47	14
Works done/Remedial action	3	1	4	1
Total	30	22	56	16

COMPLAINT OUTCOME:



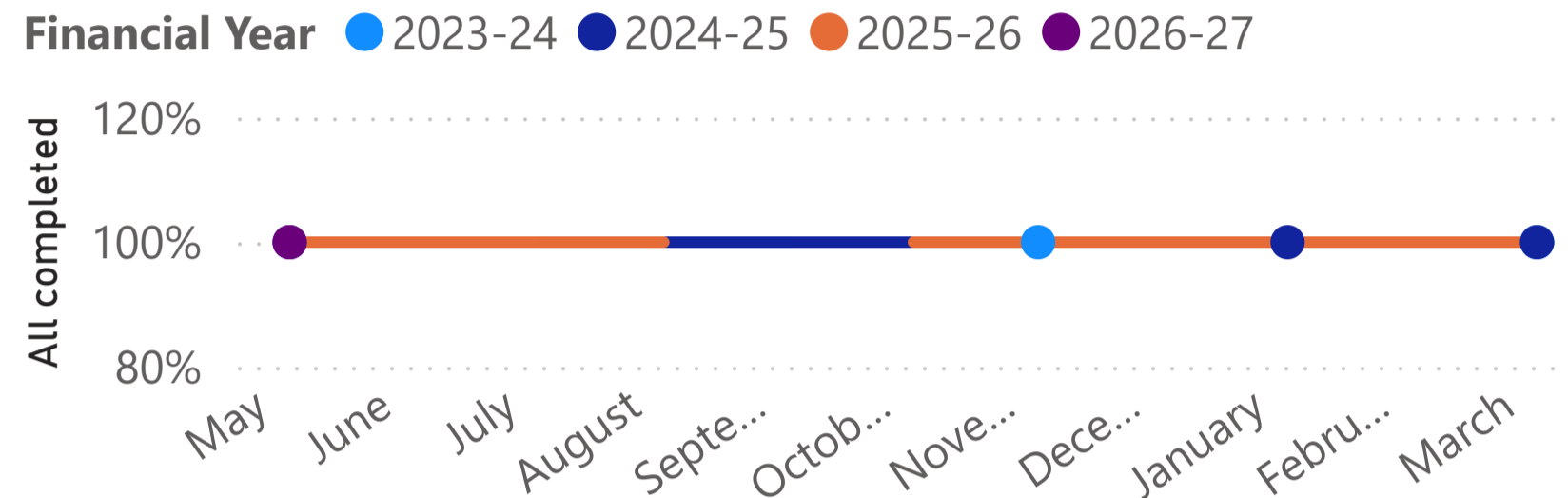
STRATEGIC ONLY:
Targets: *Stage 1 90%; Stage 2 100%; MP 90%*

OVERALL PERFORMANCE & BY TYPE - YEAR VS YEAR

Stage 1:

Rolling average:

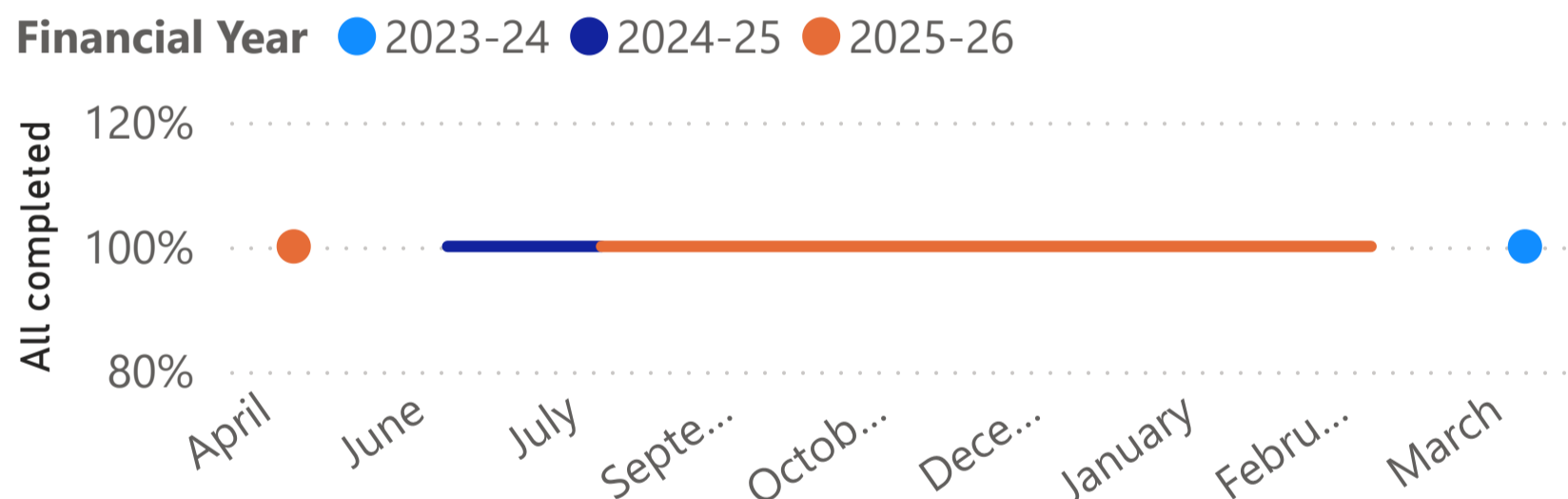
100%



Stage 2:

Rolling average:

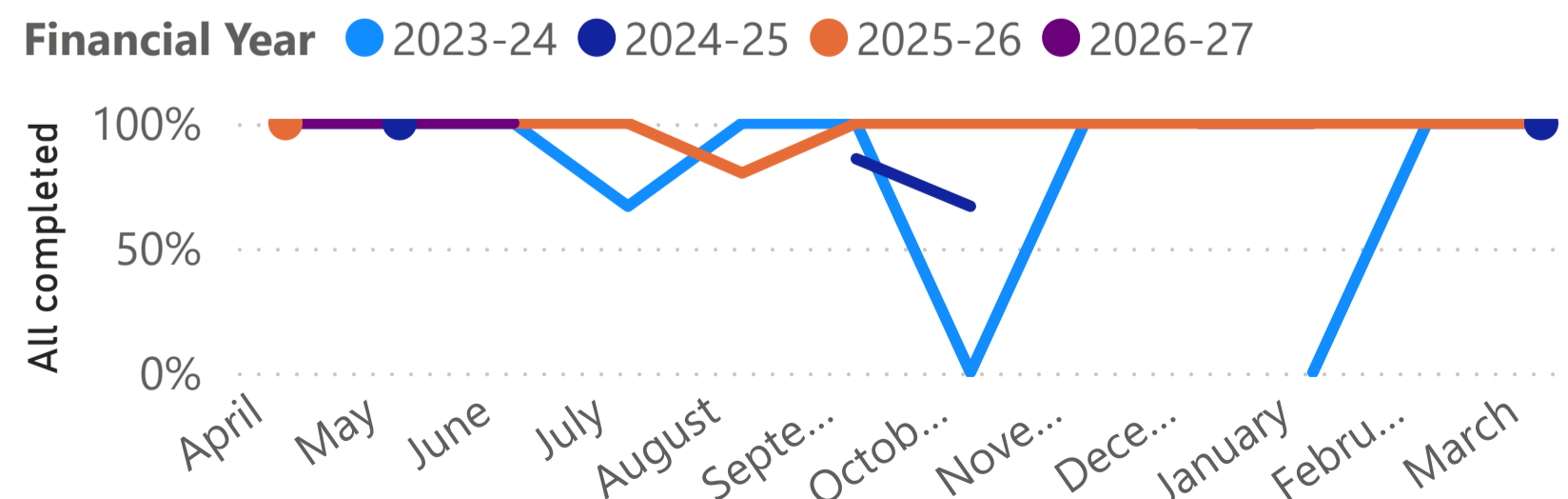
100%



MP:

Rolling average:

93%



Top 25 complaint type descriptions (excluding MP):

Complaint Type Description	2023-24	2024-25	2025-26	2026-27	Total
Housing - Housing Options	2	7	9	1	19
Housing - Allocations	1	1	8	1	11
Housing - Private Sector Housing	2	1	2		5
Housing - Other		1	1		2
# none added #	1				1
Housing - Property Services – Service failure				1	1

REMEDY TYPE (YEAR vs YEAR):

Stage 1:

Remedy Type (stage 1)	2023-24	2024-25	2025-26	2026-27
# none added #	1		2	
Apology	1	3	2	
Compensation				1
Explanation given	3	4	6	2
Withdrawn		1	3	
Total	5	8	13	3

MP:

Remedy Type (stage 2)	2023-24	2024-25	2025-26
# none added #		1	
Apology			2
Explanation given	1	1	5
Total	1	2	7

Remedy Type (MP)	2023-24	2024-25	2025-26	2026-27
Apology			1	
Explanation given	20	17	34	15
Total	20	17	35	15

COMPLAINT OUTCOME:

