

HOUSING COMPLAINTS PERFORMANCE DASHBOARD

LATEST REPORTING DATE:

July 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



- 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:
July 2026

Stage 1:

Totals:
16 of 17

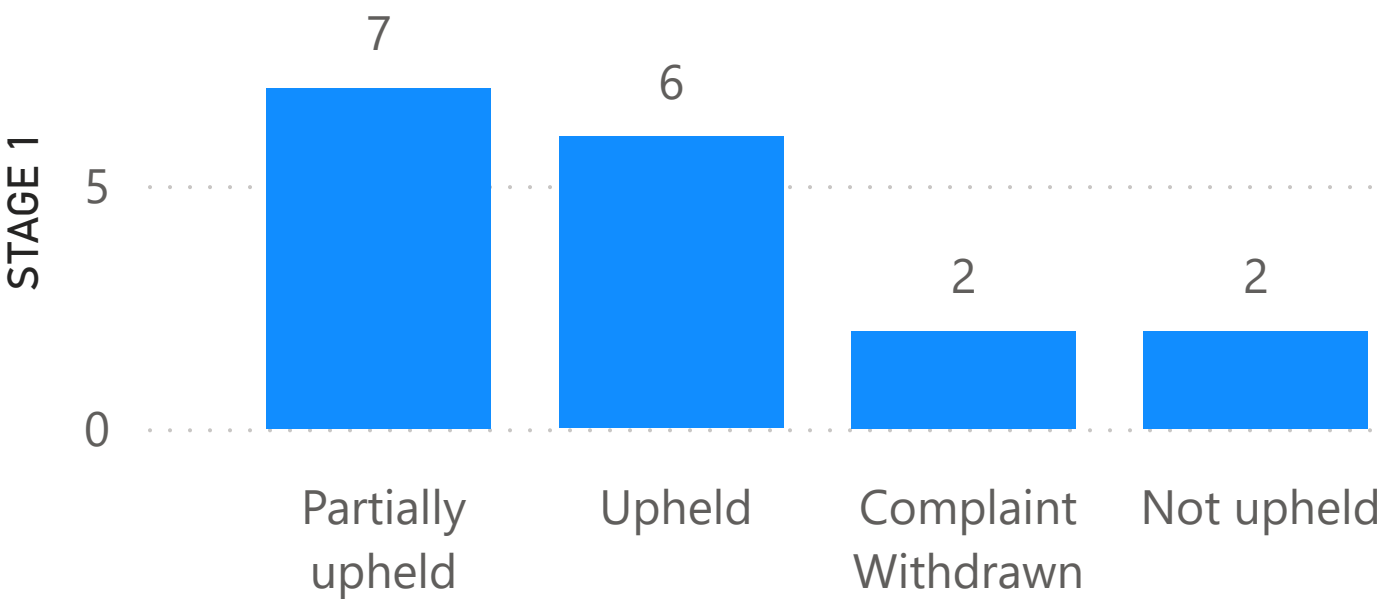
Stage 1 in time:

94%

Complaint Remedy Type Description Total:

# none added #	6
Apology	3
Compensation & associated works	2
Explanation given	4
Opened in error	1
Withdrawn	1

Complaint Outcome



Stage 2:

Totals:
3 of 6

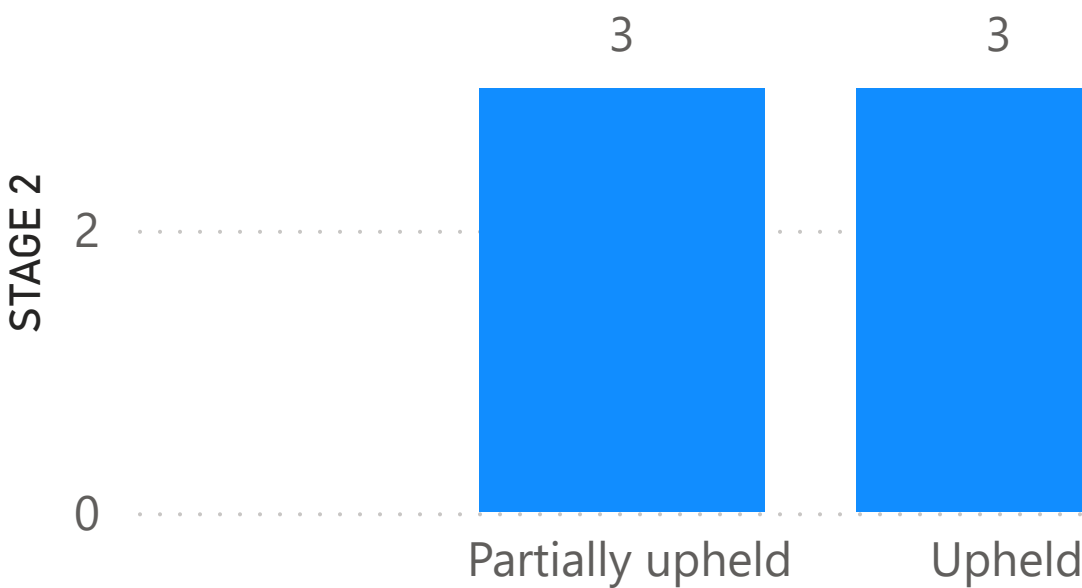
Stage 2 in time:

50%

Complaint Remedy Type Description Total:

Apology	2
Compensation	2
Compensation & associated works	2

Complaint Outcome



MP:

Totals:
20 of 20

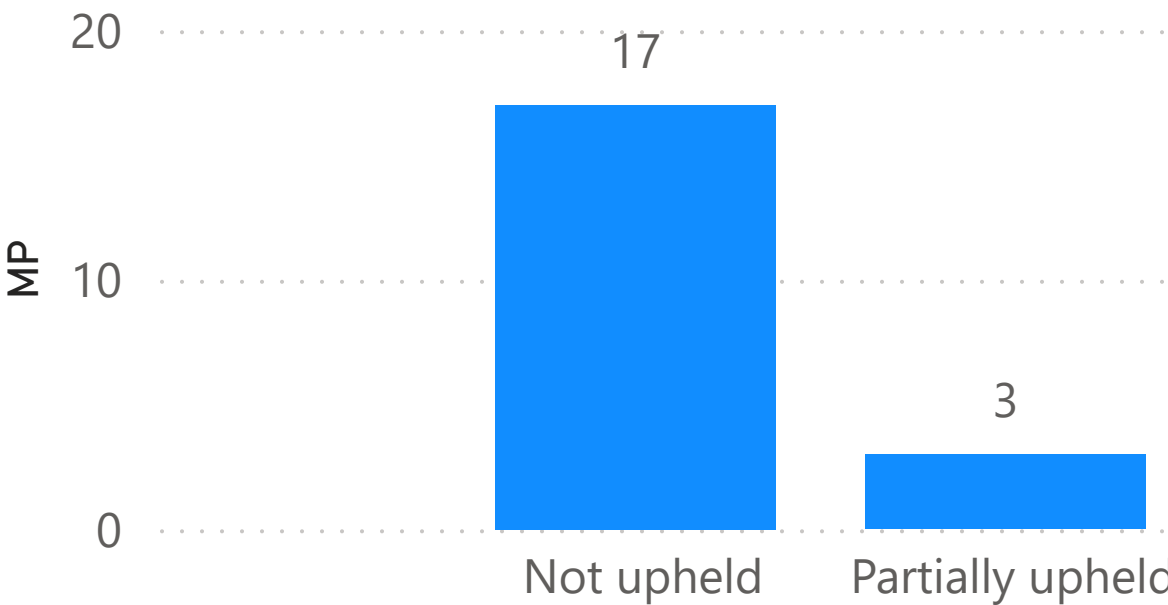
MP in time:

100%

Complaint Remedy Type Description Total:

Explanation given	20
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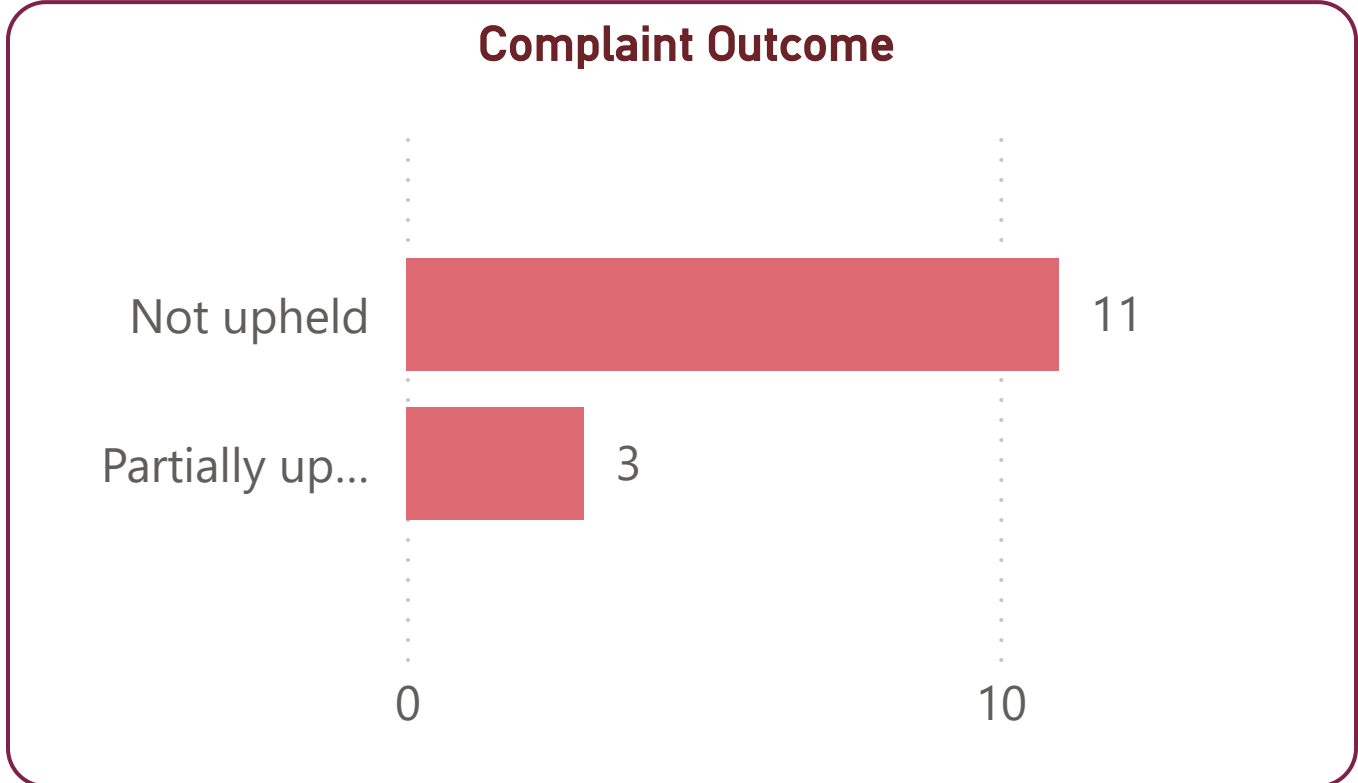
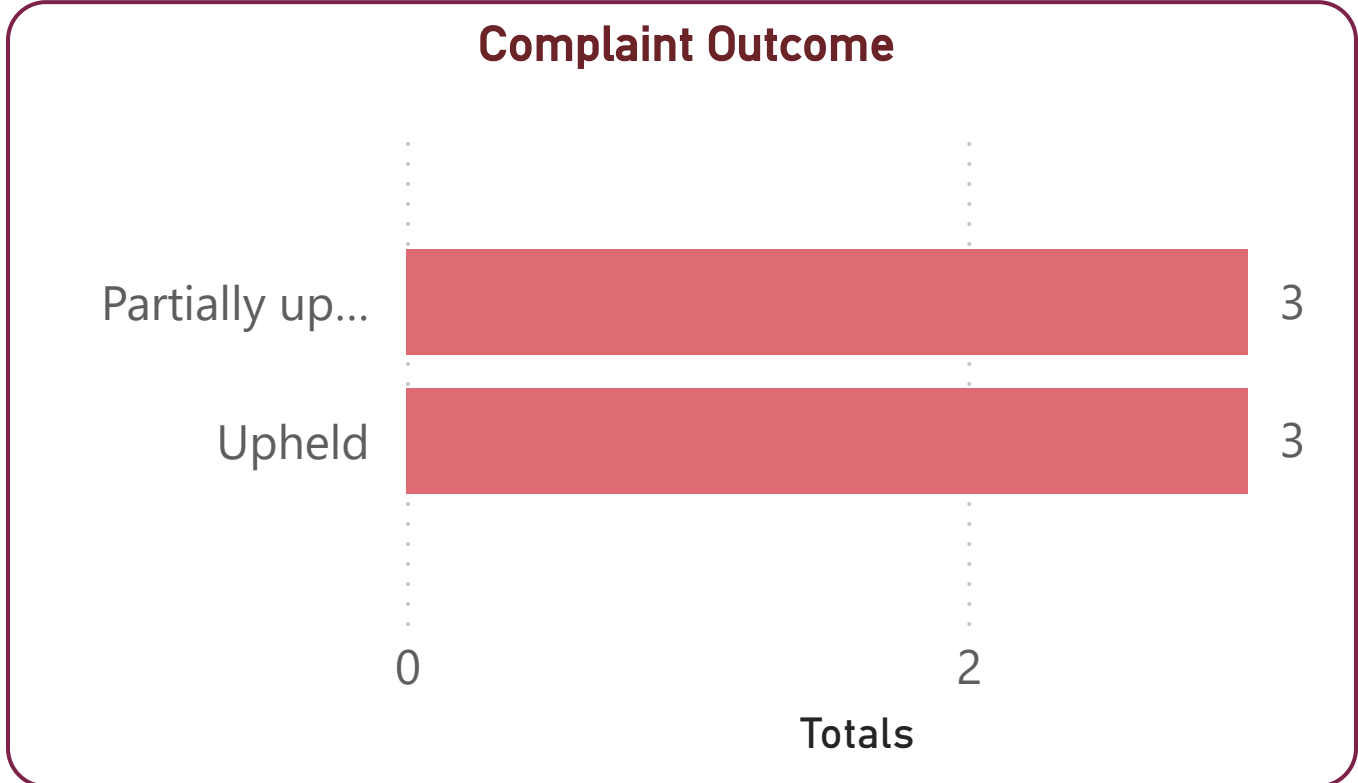
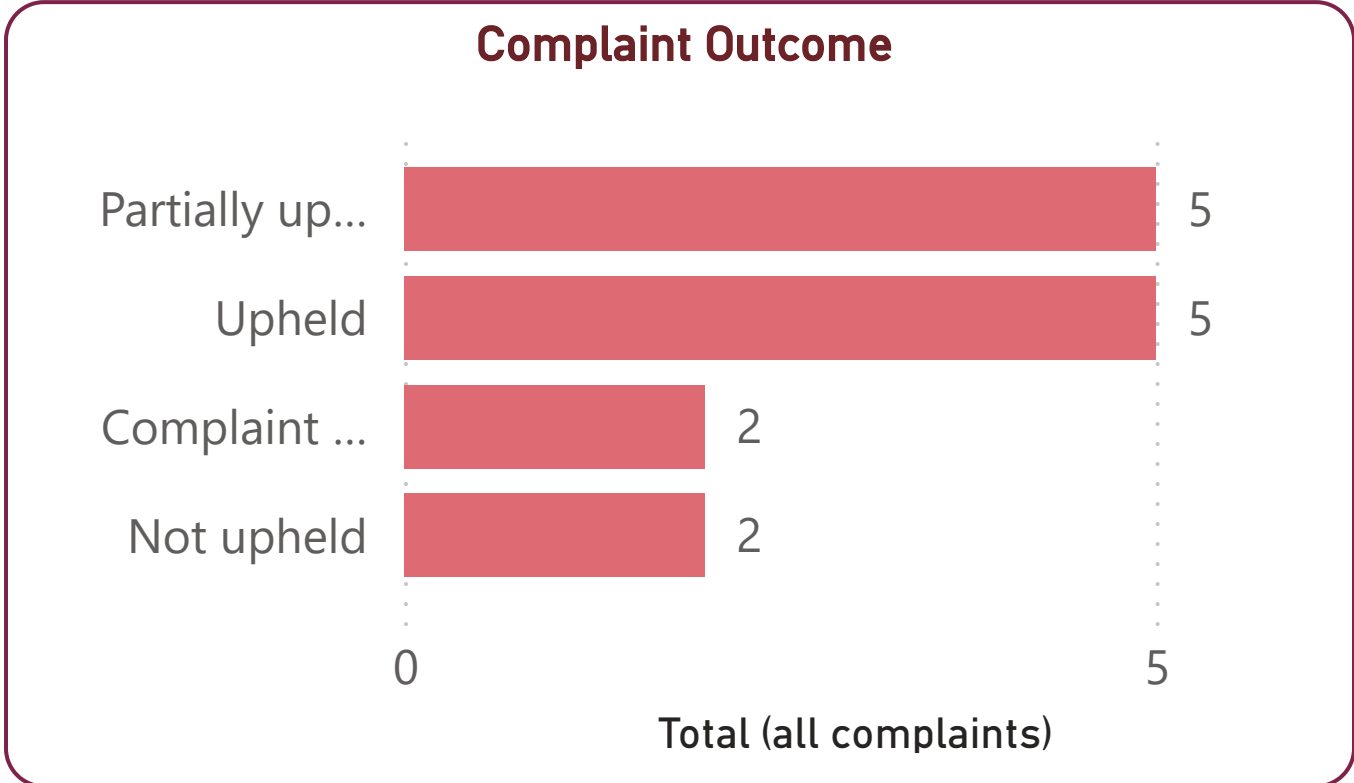
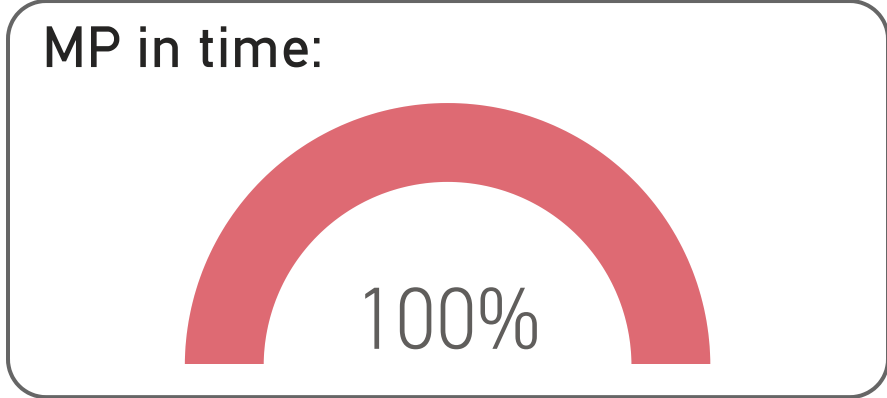
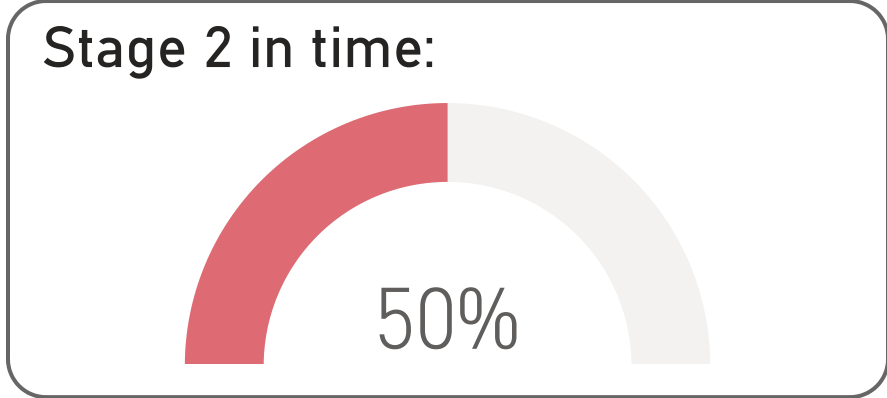
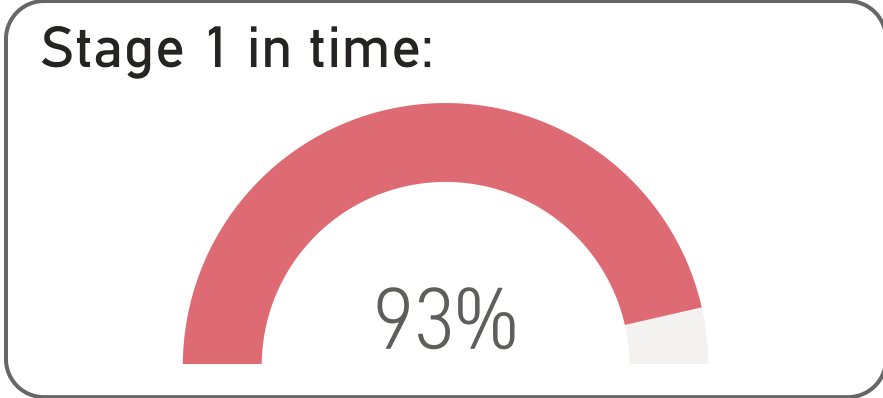
Complaint Outcome



LANDLORD
ONLY - LATEST
MONTH:

Reporting Date:
July 2026

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



Remedy Type:	Total:
# none added #	6
Apology	2
Compensation & associated works	2
Explanation given	2
Opened in error	1
Withdrawn	1

Remedy Type:	Total:
Apology	2
Compensation	2
Compensation & associated works	2

Remedy Type:	Totals:
Explanation given	14

LANDLORD ONLY - LATEST MONTH:

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

Reporting Date:
July 2026

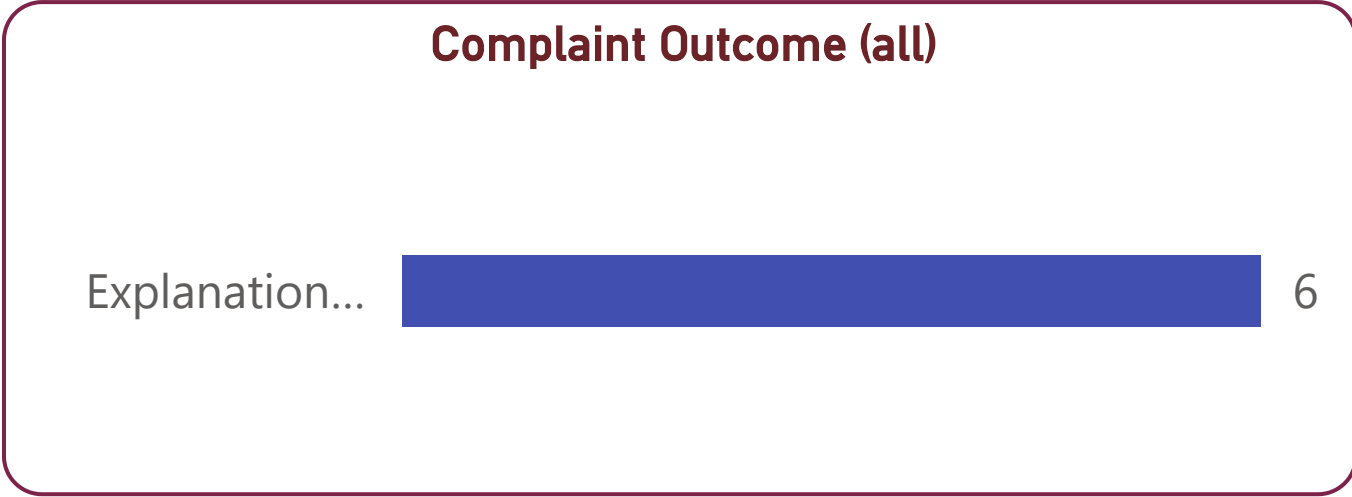
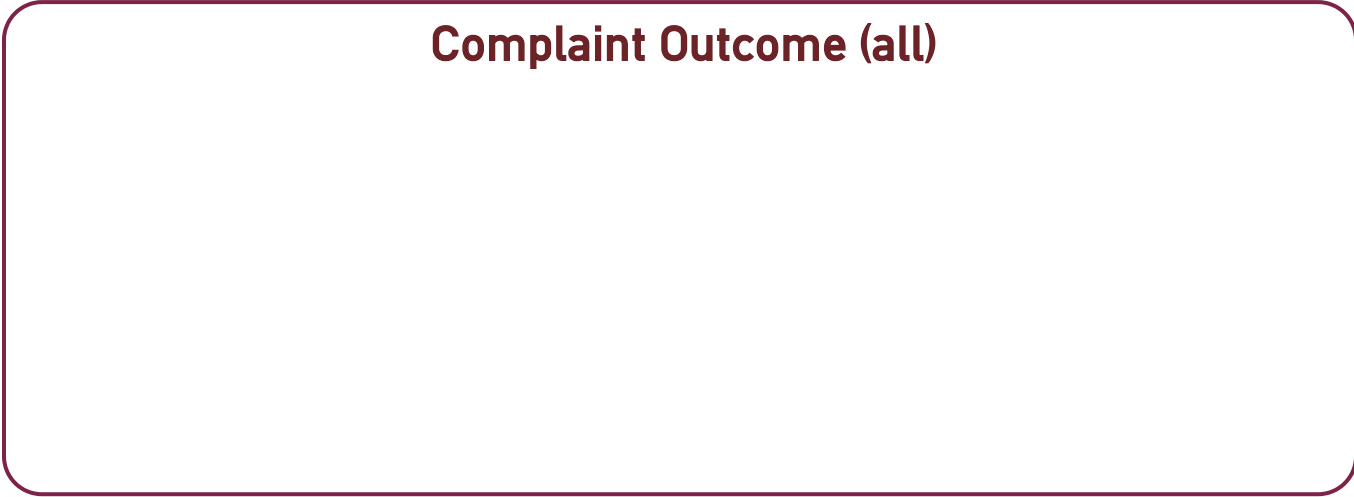
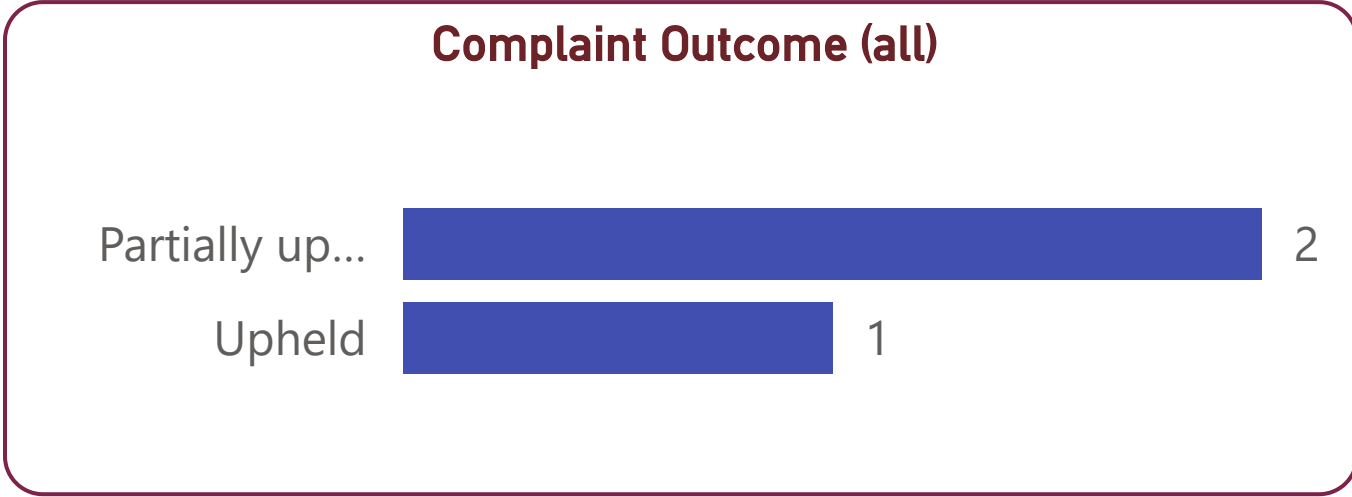
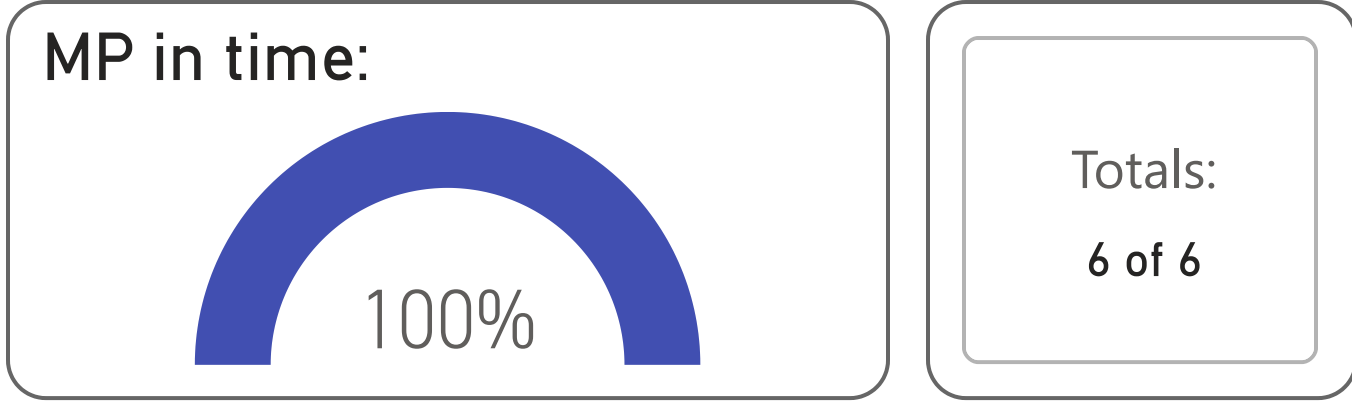
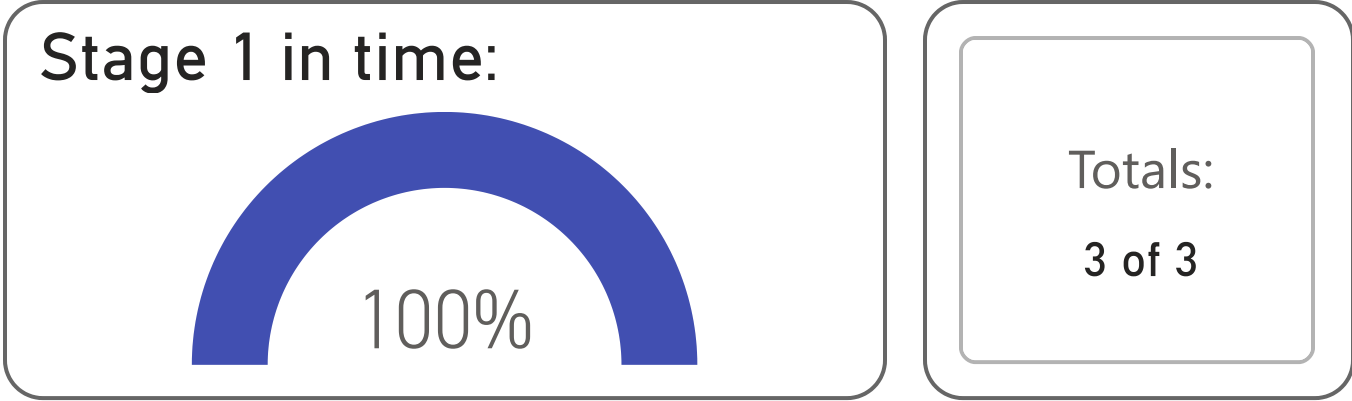
TABLE OF COMPLAINT DETAILS:

Reference ID	Complaint Type Description	Due Date	Closed Date	Closed In Time Flag	Complaint Outcome Description	Complaint Remedy Type Description	Stage Title
17334	Housing - Health & safety	02/07/2026	02/07/2026	Yes	Upheld	# none added #	Complaint to Head of Service
17459	Housing - Health & safety	29/07/2026	29/07/2026	Yes	Upheld	# none added #	Complaint to Head of Service
17460	Housing - Property Services - Retrofit	28/07/2026	28/07/2026	Yes	Partially upheld	# none added #	Complaint to Head of Service
17463	Housing - Health & safety	28/07/2026	28/07/2026	Yes	Partially upheld	# none added #	Complaint to Head of Service
17465	Housing - Property Services –Damp & Mold	31/07/2026	31/07/2026	Yes	Partially upheld	# none added #	Complaint to Head of Service
17466	Housing - Sheltered Services	31/07/2026	28/07/2026	Yes	Not upheld	# none added #	Complaint to Head of Service
17274	Housing - Allocations	20/07/2026	20/07/2026	Yes	Partially upheld	Apology	Complaint to Chief Executive
17307	Housing - Other	24/06/2026	24/07/2026	No	Upheld	Apology	Complaint to Head of Service
17336	Housing - Sheltered Services	07/08/2026	27/07/2026	Yes	Upheld	Apology	Complaint to Chief Executive
17347	Housing - Repairs & Maintenance General	07/07/2026	07/07/2026	Yes	Upheld	Apology	Complaint to Head of Service
16680	Housing - Property Services - House Condition	14/07/2026	14/07/2026	Yes	Partially upheld	Compensation	Complaint to Chief Executive
16874	Housing - Property Services - House Condition	06/07/2026	07/07/2026	No	Partially upheld	Compensation	Complaint to Chief Executive
17175	Housing - Property Services –Damp & Mold	25/06/2026	20/07/2026	No	Upheld	Compensation & associated works	Complaint to Chief Executive
17187	Housing - Property Services - Contractor	01/07/2026	14/07/2026	No	Upheld	Compensation & associated works	Complaint to Chief Executive
17401	Housing - Health & safety	17/07/2026	17/07/2026	Yes	Partially upheld	Compensation & associated works	Complaint to Head of Service
17412	Housing - Property Services - House Condition	24/07/2026	24/07/2026	Yes	Upheld	Compensation & associated works	Complaint to Head of Service
17348	MP Complaint	07/07/2026	07/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17349	MP Complaint	08/07/2026	08/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17361	MP Complaint	13/07/2026	09/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17366	MP Complaint	13/07/2026	09/07/2026	Yes	Partially upheld	Explanation given	MP Complaint
17376	MP Complaint	14/07/2026	14/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17383	Housing - Anti-social behaviour	10/07/2026	10/07/2026	Yes	Not upheld	Explanation given	Complaint to Head of Service
17385	MP Complaint	17/07/2026	17/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17386	Housing - Property Services - Contractor	17/07/2026	17/07/2026	Yes	Partially upheld	Explanation given	Complaint to Head of Service
17387	MP Complaint	17/07/2026	17/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17411	MP Complaint	20/07/2026	17/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17413	MP Complaint	20/07/2026	17/07/2026	Yes	Partially upheld	Explanation given	MP Complaint
17417	MP Complaint	21/07/2026	16/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17431	MP Complaint	24/07/2026	23/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17434	MP Complaint	27/07/2026	24/07/2026	Yes	Partially upheld	Explanation given	MP Complaint
17452	MP Complaint	28/07/2026	24/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17472	MP Complaint	03/08/2026	29/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17439	Housing - Property Services – Service failure	27/07/2026	14/07/2026	Yes	Complaint Withdrawn	Opened in error	Complaint to Head of Service
17432	Housing - Repairs & Maintenance General	24/07/2026	16/07/2026	Yes	Complaint Withdrawn	Withdrawn	Complaint to Head of Service

STRATEGIC
ONLY - LATEST
MONTH:

Reporting Date:
July 2026

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



Remedy Type:	Totals:
Apology	1
Explanation given	2

Remedy Type:	Totals:

Remedy Type:	Totals:
Explanation given	6

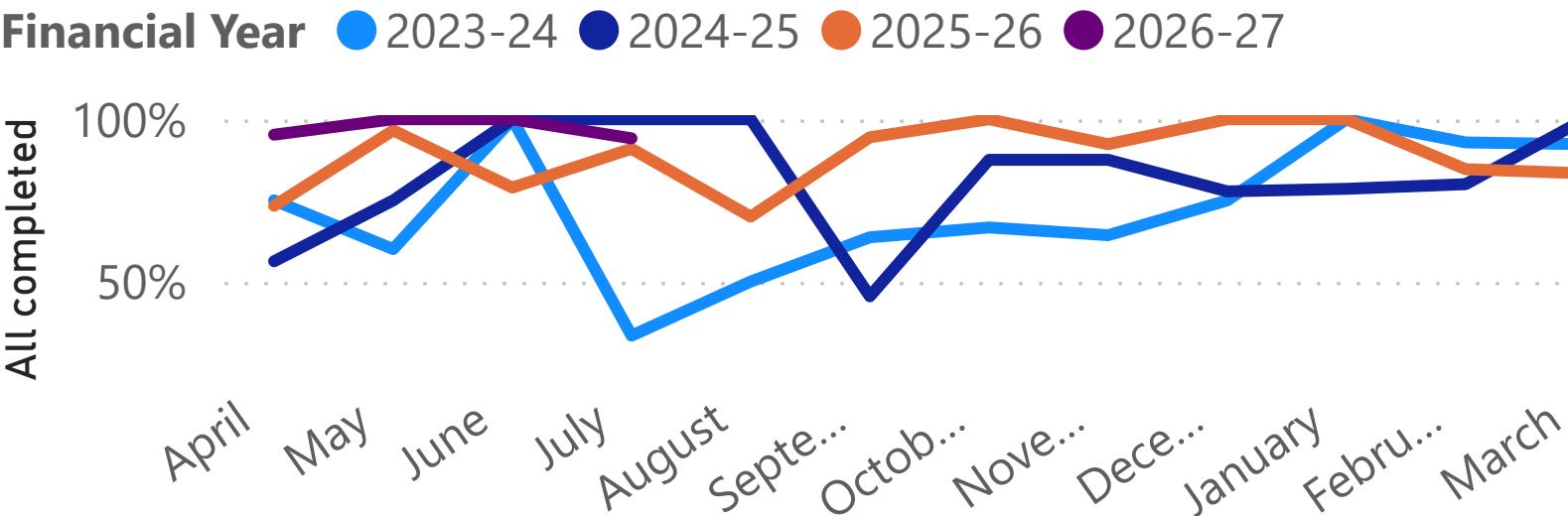
Reference ID	Complaint Type Description	Due Date	Closed Date	Closed In Time Flag	Complaint Outcome Description	Complaint Remedy Type Description	Stage Title
17377	Housing - Private Sector Housing	13/07/2026	13/07/2026	Yes	Partially upheld	Apology	Complaint to Head of Service
17378	Housing - Tenancy Management	14/07/2026	14/07/2026	Yes	Upheld	Explanation given	Complaint to Head of Service
17382	Housing - Anti-social behaviour	16/07/2026	14/07/2026	Yes	Partially upheld	Explanation given	Complaint to Head of Service
17395	MP Complaint	17/07/2026	13/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17409	MP Complaint	20/07/2026	16/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17419	MP Complaint	22/07/2026	16/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17428	MP Complaint	24/07/2026	24/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17462	MP Complaint	29/07/2026	27/07/2026	Yes	Not upheld	Explanation given	MP Complaint
17494	MP Complaint	05/08/2026	29/07/2026	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

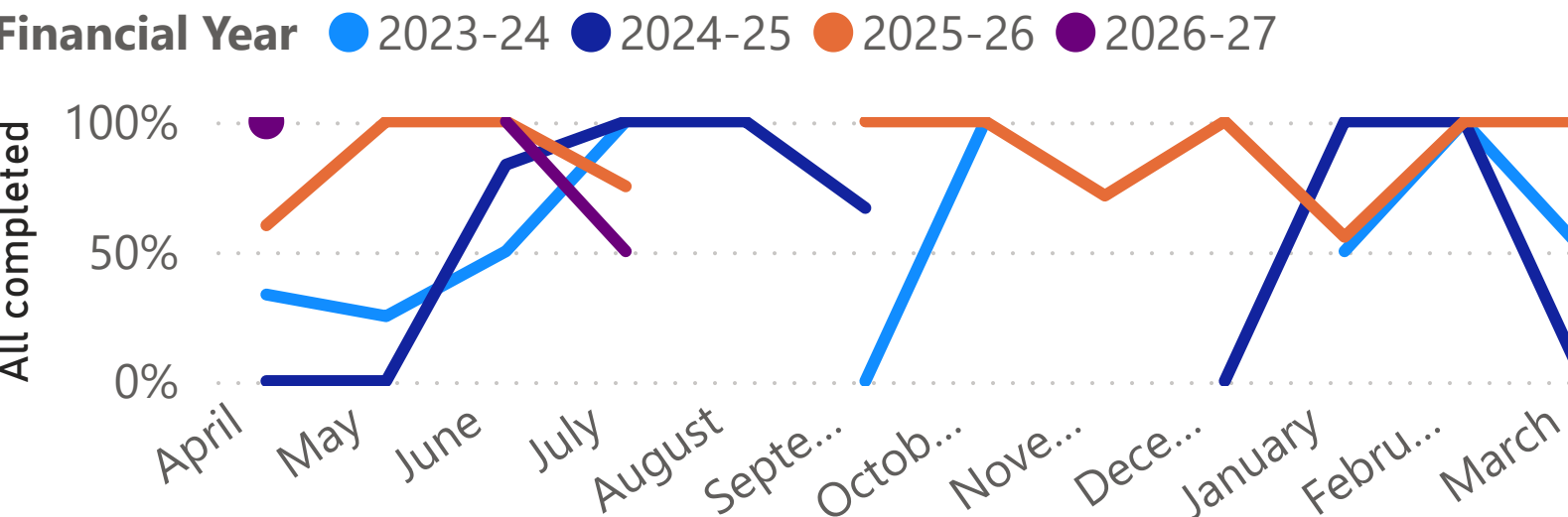
Stage 1:

Rolling Average:
83%



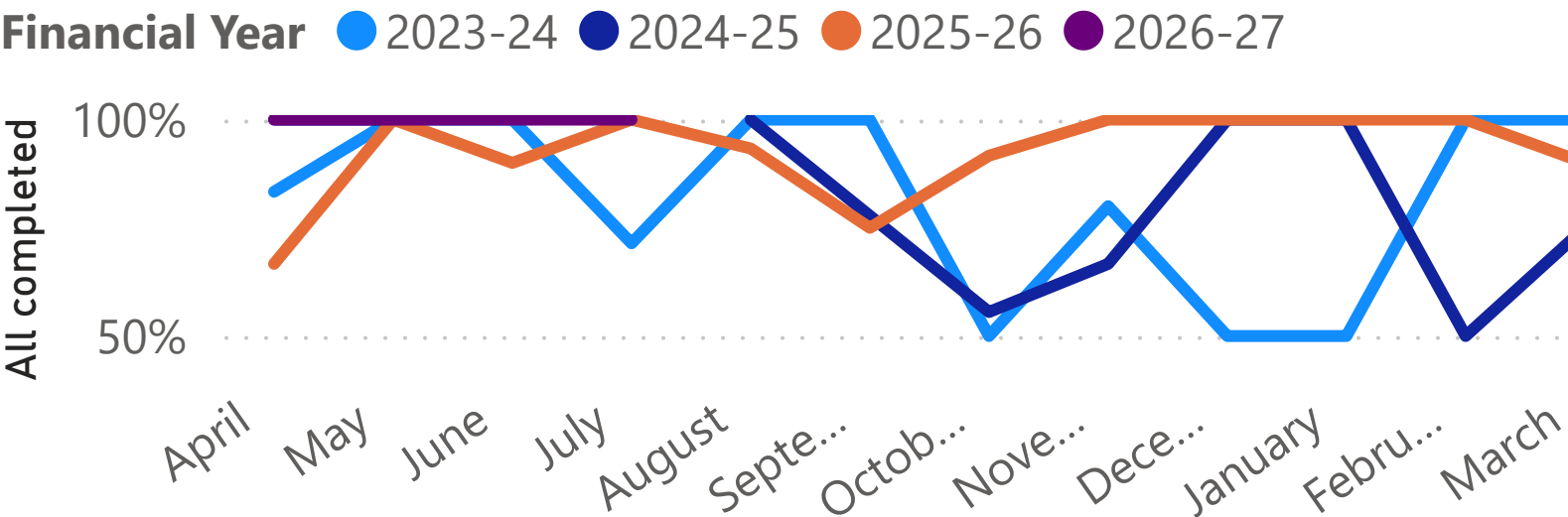
Stage 2:

Rolling Average:
70%



MP:

Rolling Average:
90%



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	9	70
Housing - Property Services – Service failure	24	16	18	10	68
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	2	42
Housing - Property Services - Contractor	15	7	12	6	40
Housing - Property Services - Compensation	7	6	21		34
Housing - Property Services - House Condition		2	12	8	22
Housing - Health & safety		1	15	5	21
Housing - Housing Options	2	7	10	1	20
Housing - Staff & Customer Services	8	8	4		20
Housing - Tenancy Management	5	3	10	2	20
Housing - Property Services - Planned maintenance	4	5	4	3	16
Housing - Allocations	1	1	10	2	14
Housing - Leaseholders	3	5	6		14
Housing - Anti-social behaviour	2	1	4	5	12
Housing - Neighbourhood	5	2	5		12
Housing - Garages		3	6	1	10
Housing - Property Services - Retrofit		2	6	1	9
Housing - Fire Safety	5		2	1	8
Housing - Sheltered Services	1	1	3	3	8
Housing - Private Sector Housing	2	1	2	1	6
Housing - Property Services - Windows	3	2	1		6
Housing - Out of Hours	2	2	1		5
Housing - Rents & Service Charges	1		4		5
Housing - Voids		3		2	5

Stage 1:

Remedy Type (all stage 1)	2023-24	2024-25	2025-26	2026-27
# none added #	2	6	9	6
Apology	24	23	13	10
Compensation	9	32	92	9
Compensation & associated works			3	12
Compensation and associated works				2
Do not use			8	
Explanation given	37	21	41	10
Opened in error				1
Review of Policy/Procedure	1	4	5	
Withdrawn	10	11	14	4
Works done/Remedial action	53	17	5	8
Total	136	114	190	62

Stage 2:

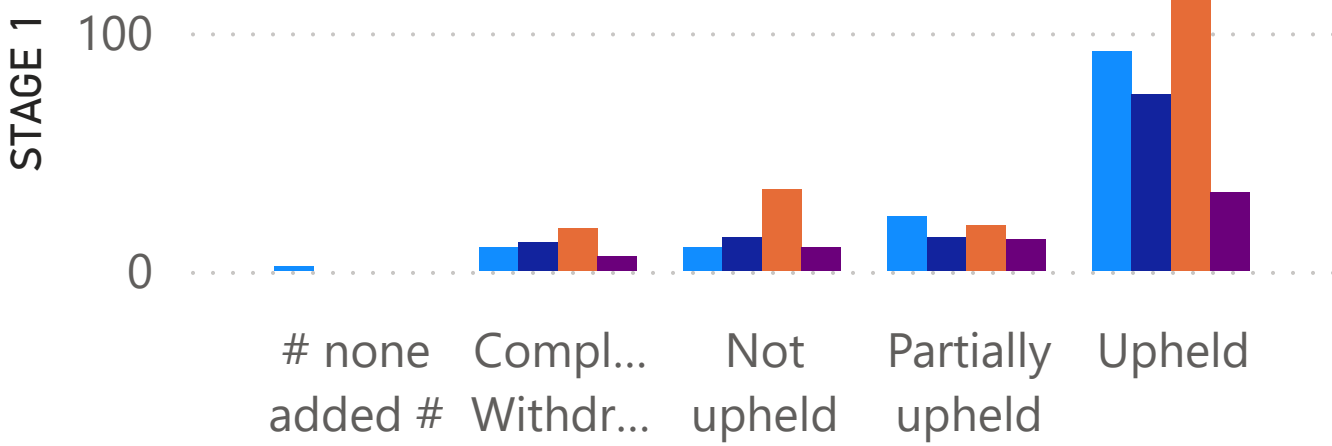
Remedy Type (all stage 2)	2023-24	2024-25	2025-26	2026-27
# none added #		1	1	
Apology	3	2	7	4
Compensation	1	7	24	4
Compensation & associated works				3
Explanation given	9	11	14	2
Review of Policy/Procedure	1		1	
Works done/Remedial action	6	2	1	1
Total	20	23	48	14

MP:

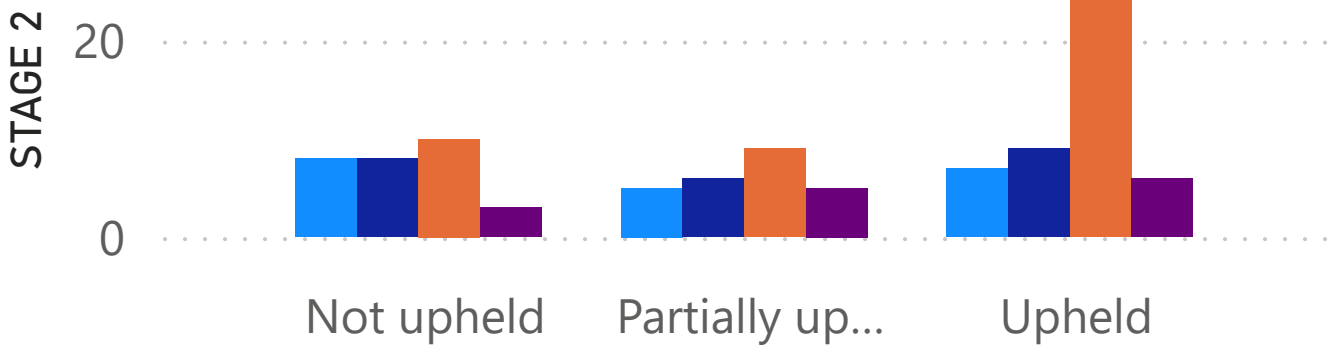
Remedy Type (all MP)	2023-24	2024-25	2025-26	2026-27
Apology	4	3	2	1
Compensation	3	3	3	
Do not use			1	
Explanation given	40	32	81	49
Works done/Remedial action	3	1	4	1
Total	50	39	91	51

COMPLAINT OUTCOME:

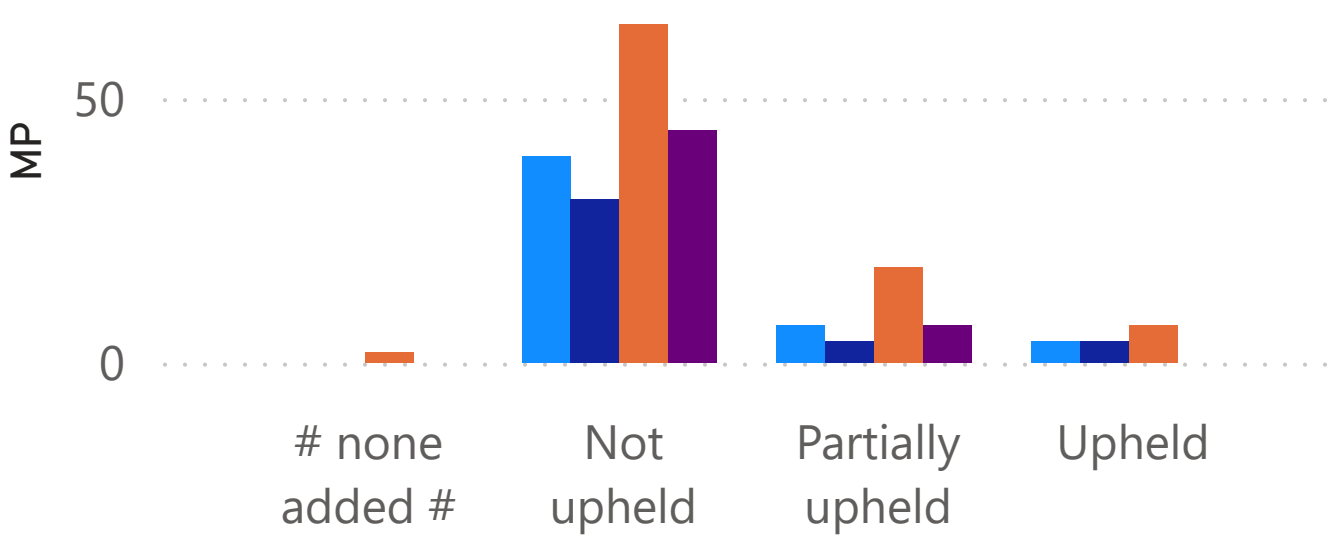
Financial Year 2023-24 2024-25 2025-26 2026-27



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



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

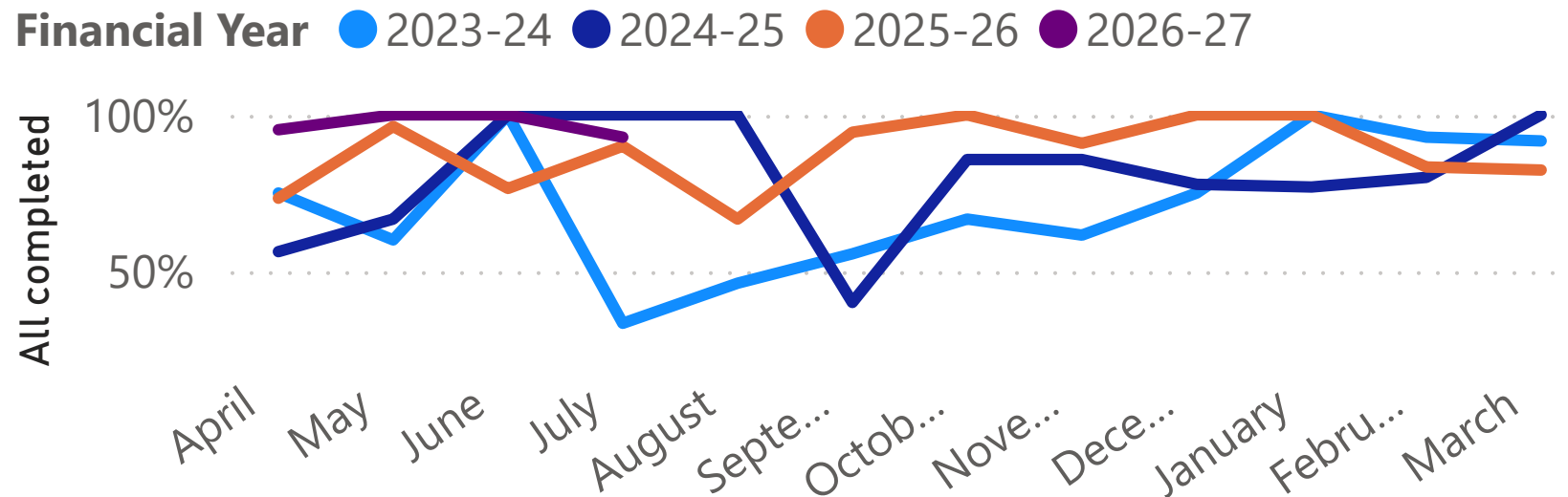


LANDLORD ONLY:
Targets: *Stage 1 90%; Stage 2 100%; MP 90%*

OVERALL PERFORMANCE & BY TYPE - YEAR VS YEAR

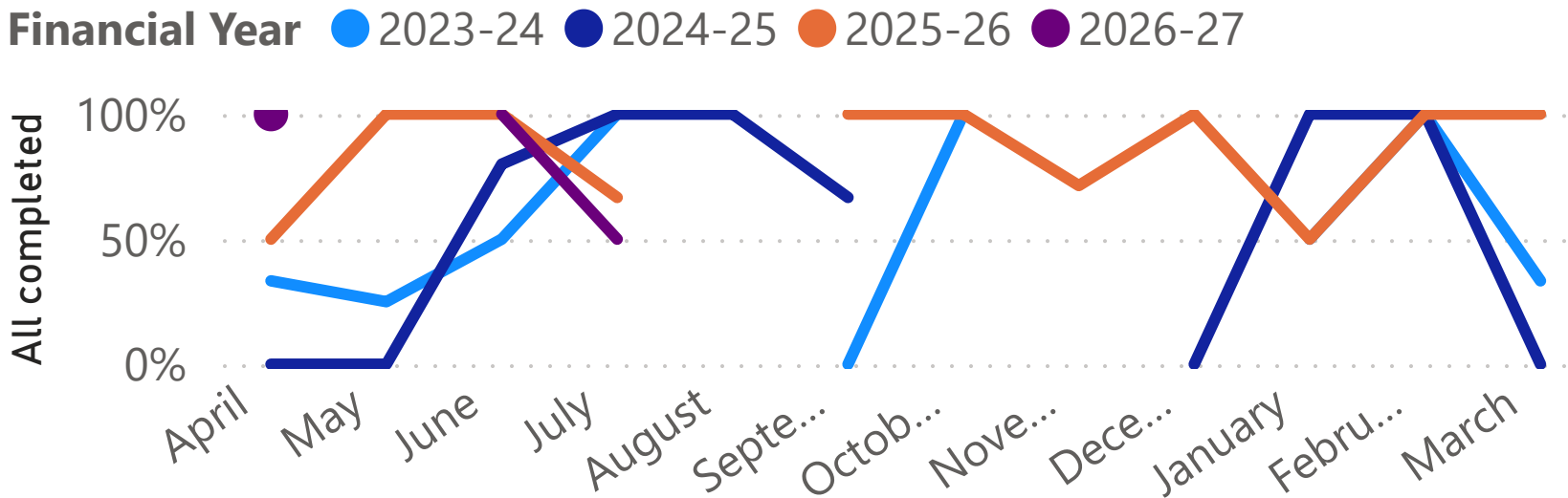
Stage 1:

Rolling Average:
82%



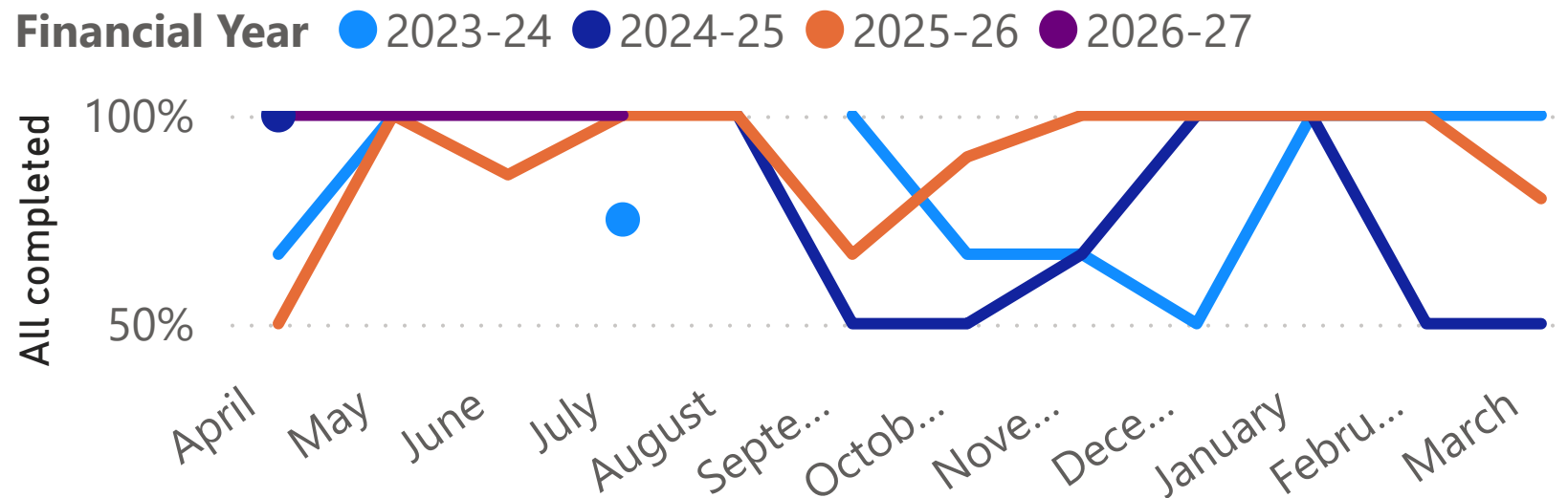
Stage 2:

Rolling Average:
67%



MP:

Rolling average:
88%

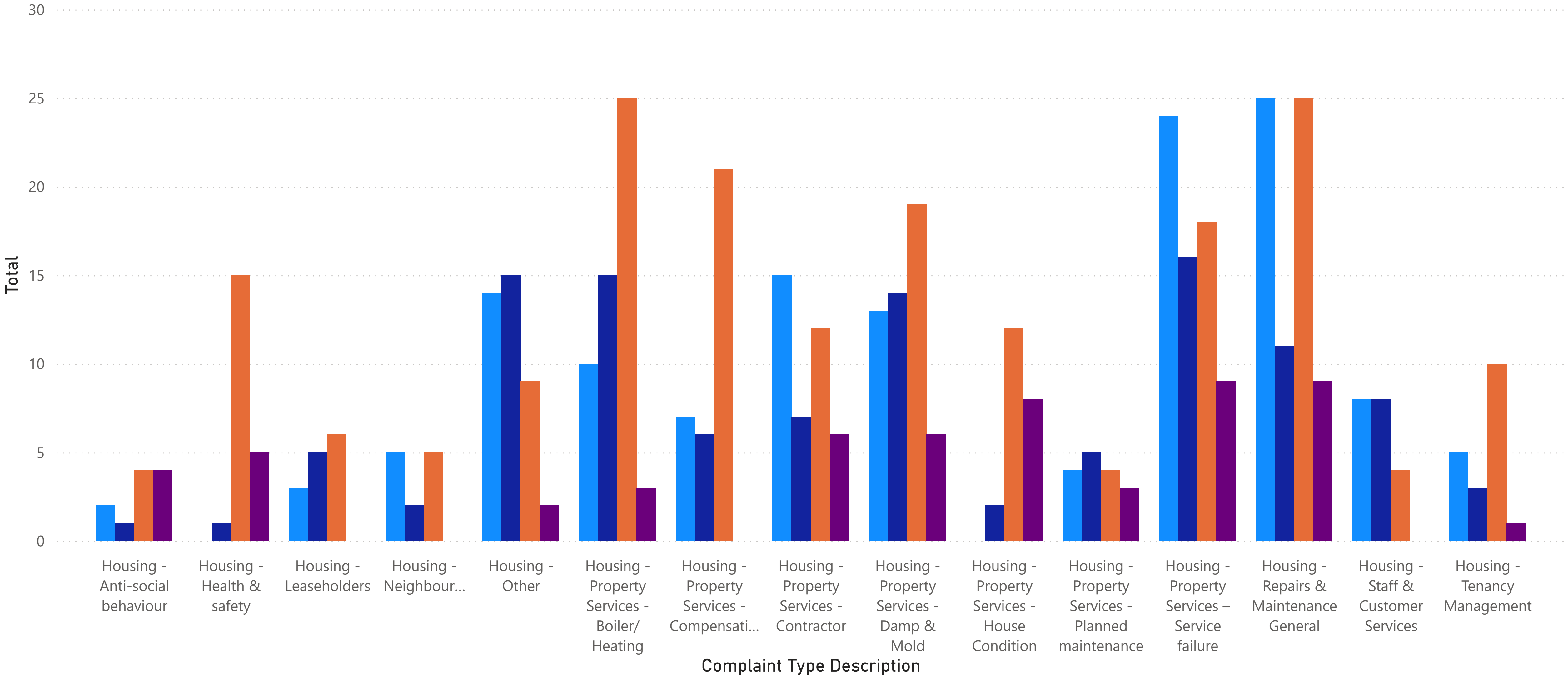


Top 25 complaint type descriptions (excluding MP):

Complaint Type Description	2023-24	2024-25	2025-26	2026-27	Total
Housing - Repairs & Maintenance General	25	11	25	9	70
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	15	9	2	40
Housing - Property Services - Contractor	15	7	12	6	40
Housing - Property Services - Compensation	7	6	21		34
Housing - Property Services - House Condition		2	12	8	22
Housing - Health & safety		1	15	5	21
Housing - Staff & Customer Services	8	8	4		20
Housing - Tenancy Management	5	3	10	1	19
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	4	11
Housing - Garages		3	6	1	10
Housing - Property Services - Retrofit		2	6	1	9
Housing - Fire Safety	5		2	1	8
Housing - Sheltered Services	1	1	3	3	8
Housing - Property Services - Windows	3	2	1		6
Housing - Out of Hours	2	2	1		5
Housing - Rents & Service Charges	1		4		5
Housing - Voids		3		2	5
Housing - Property Services –Damp & Mold				4	4
Housing - Right to buy	1	1	2		4

Top 15 complaint type descriptions (excluding MP):

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



Stage 1:

Remedy Type (stage 1)	2023-24	2024-25	2025-26	2026-27
# none added #	1	6	7	6
Apology	23	20	11	9
Compensation	9	32	92	8
Compensation & associated works			3	12
Compensation and associated works				2
Do not use			8	
Explanation given	34	17	35	6
Opened in error				1
Review of Policy/Procedure	1	4	5	
Withdrawn	10	10	11	4
Works done/Remedial action	53	17	5	8
Total	131	106	177	56

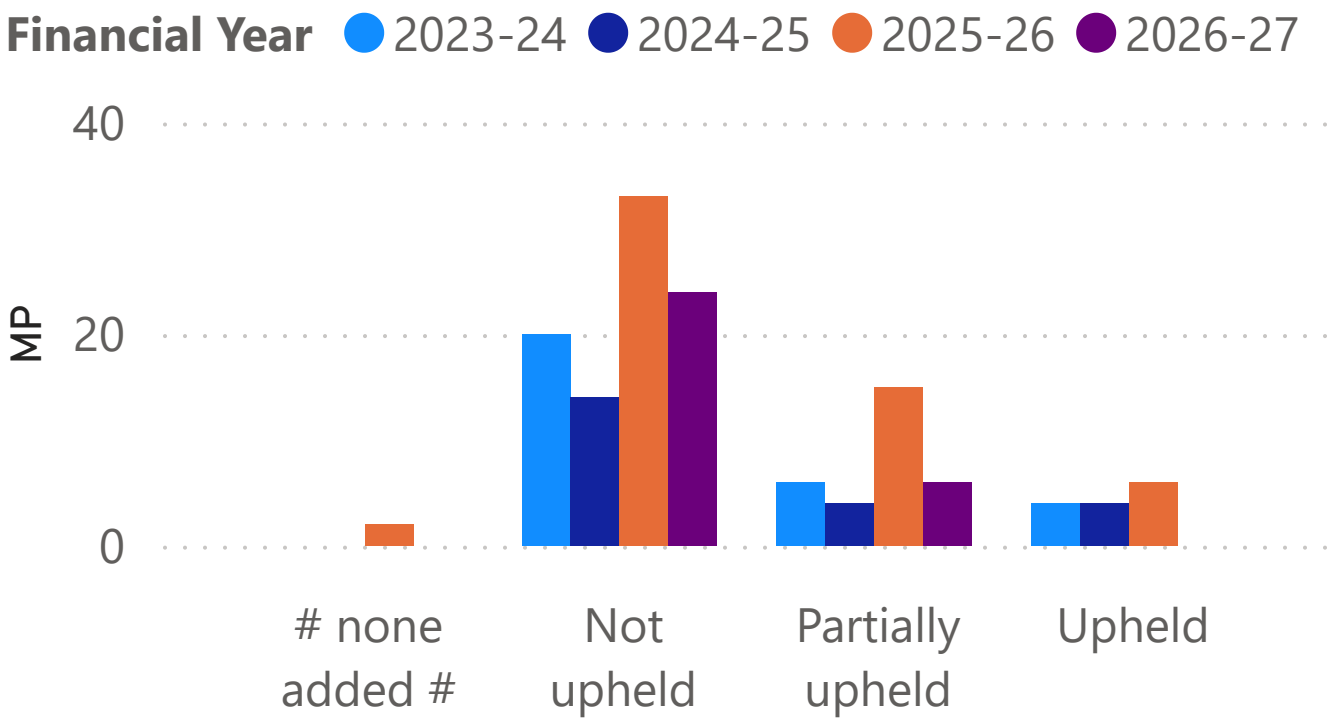
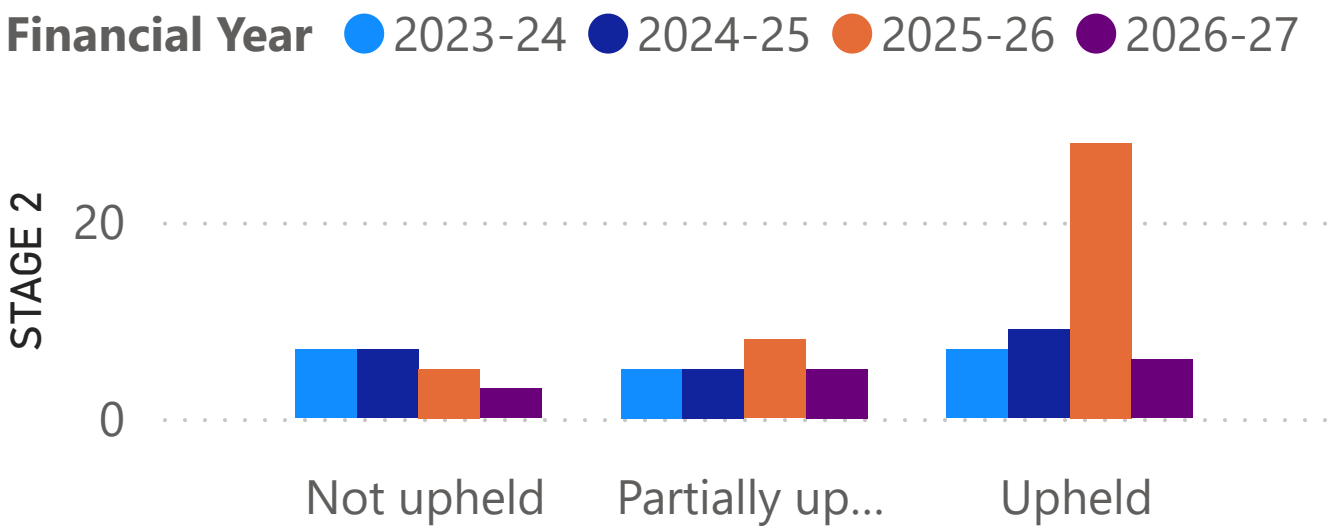
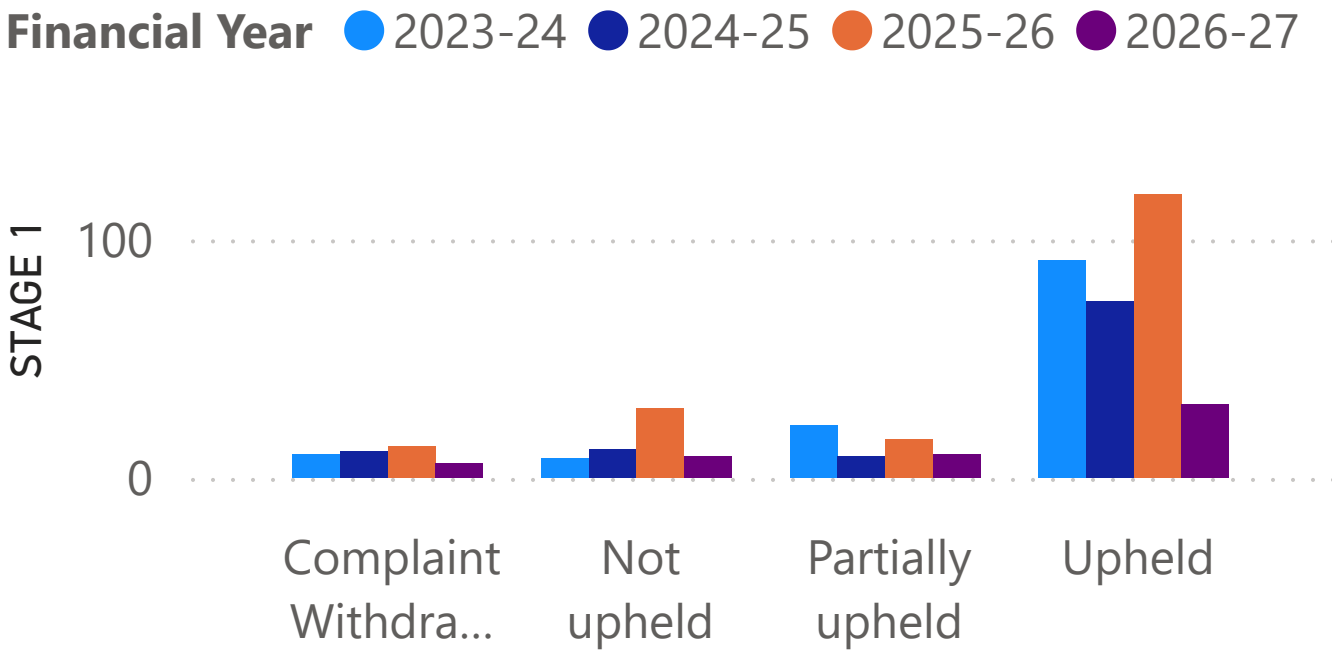
Stage 2:

Remedy Type (stage 2)	2023-24	2024-25	2025-26	2026-27
# none added #			1	
Apology	3	2	5	4
Compensation	1	7	24	4
Compensation & associated works				3
Explanation given	8	10	9	2
Review of Policy/Procedure	1		1	
Works done/Remedial action	6	2	1	1
Total	19	21	41	14

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	28
Works done/Remedial action	3	1	4	1
Total	30	22	56	30

COMPLAINT OUTCOME:



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

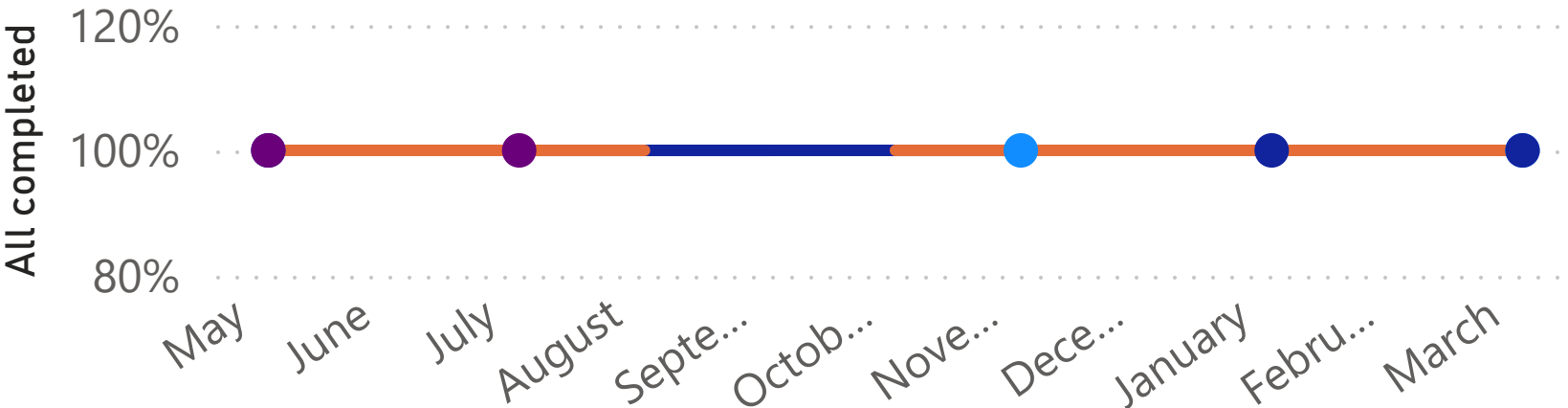
OVERALL PERFORMANCE & BY TYPE - YEAR VS
YEAR

Stage 1:

Rolling average:

100%

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



Stage 2:

Rolling average:

100%

Financial Year 2023-24 2024-25 2025-26

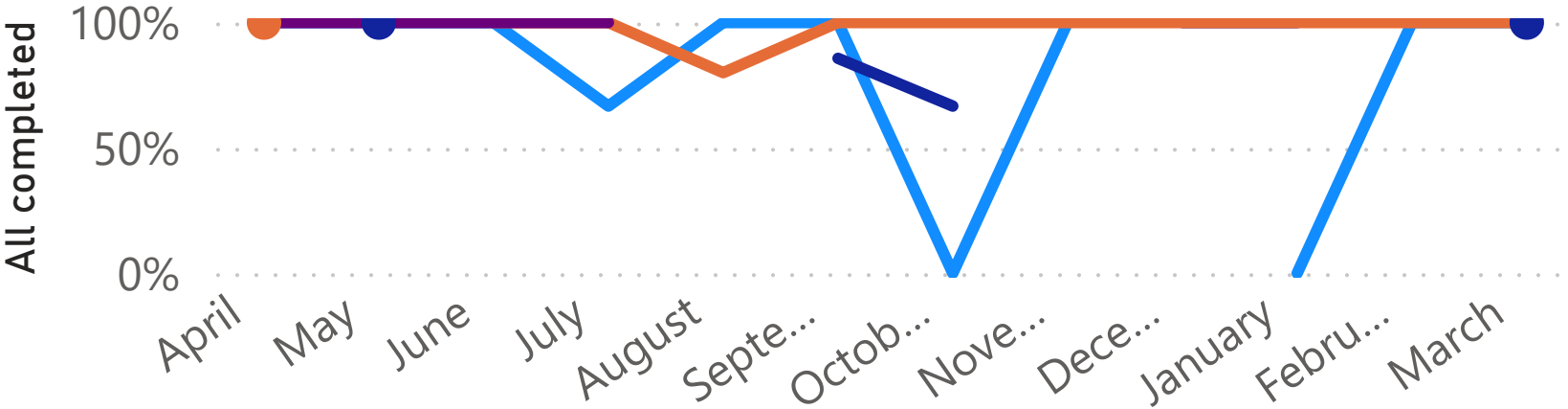


MP:

Rolling average:

94%

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 - Housing Options	2	7	9	1	19
Housing - Allocations	1	1	8	1	11
Housing - Private Sector Housing	2	1	2	1	6
Housing - Other		1	1		2
# none added #	1				1
Housing - Anti-social behaviour				1	1
Housing - Property Services – Service failure				1	1
Housing - Tenancy Management				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	1
Compensation				1
Explanation given	3	4	6	4
Withdrawn		1	3	
Total	5	8	13	6

Stage 2:

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

MP:

Remedy Type (MP)	2023-24	2024-25	2025-26	2026-27
Apology			1	
Explanation given	20	17	34	21
Total	20	17	35	21

COMPLAINT OUTCOME:

