

# HOUSING COMPLAINTS STATISTICS (HRA)

2024 / 25: QUARTER 1

## OVERVIEW:

43

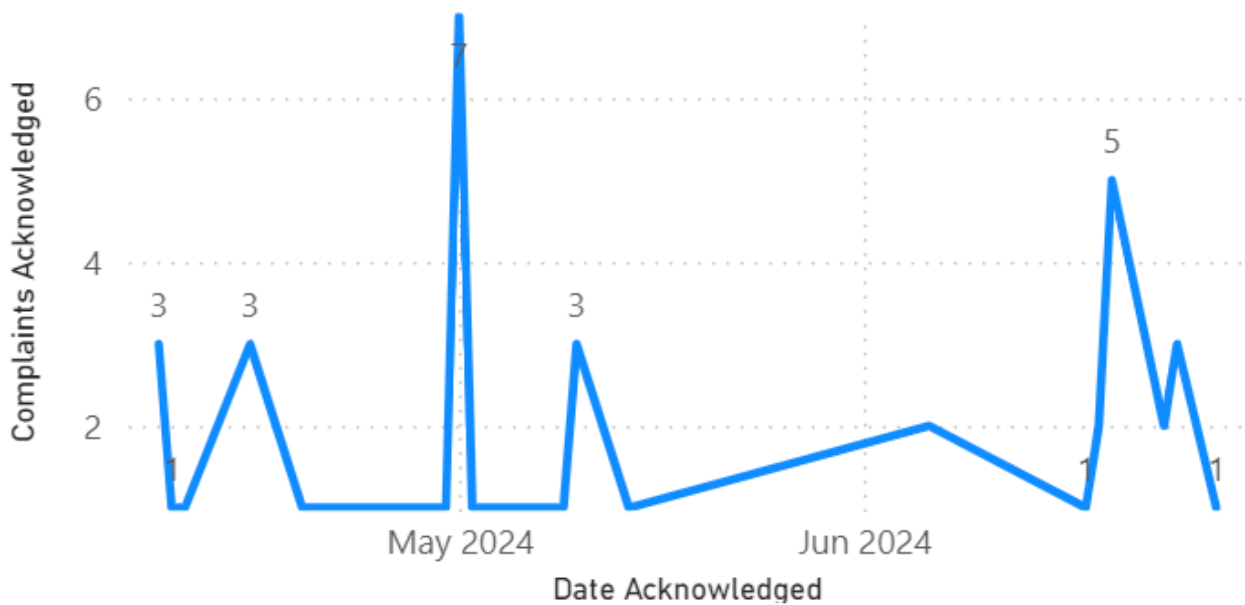
TOTAL NUMBER OF COMPLAINTS RECEIVED

3

TOTAL NUMBER OF COMPLAINTS WITHDRAWN

*\*WITHDRAWN COMPLAINTS ARE NOT INCLUDED IN STATISTICAL BREAKDOWN OF COMPLAINTS*

## Number of Complaints Acknowledged



# STAGE ONE COMPLAINTS:

31

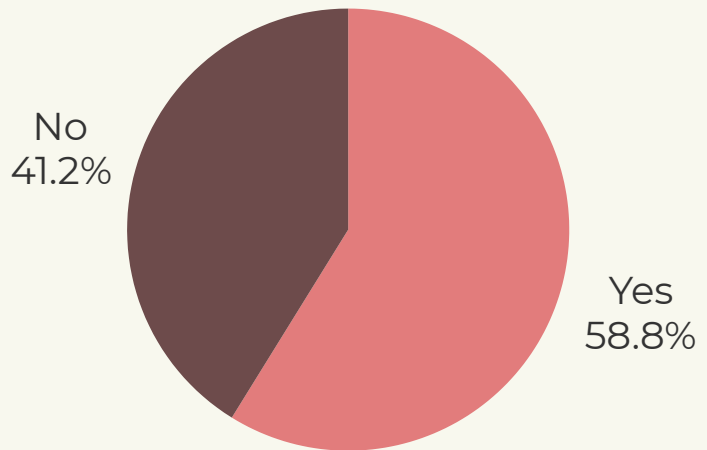
TOTAL NUMBER OF COMPLAINTS RECEIVED

## Source of Complaint:

<b>Tenants:</b>	18
<b>Leaseholders:</b>	11
<b>Other*:</b>	2

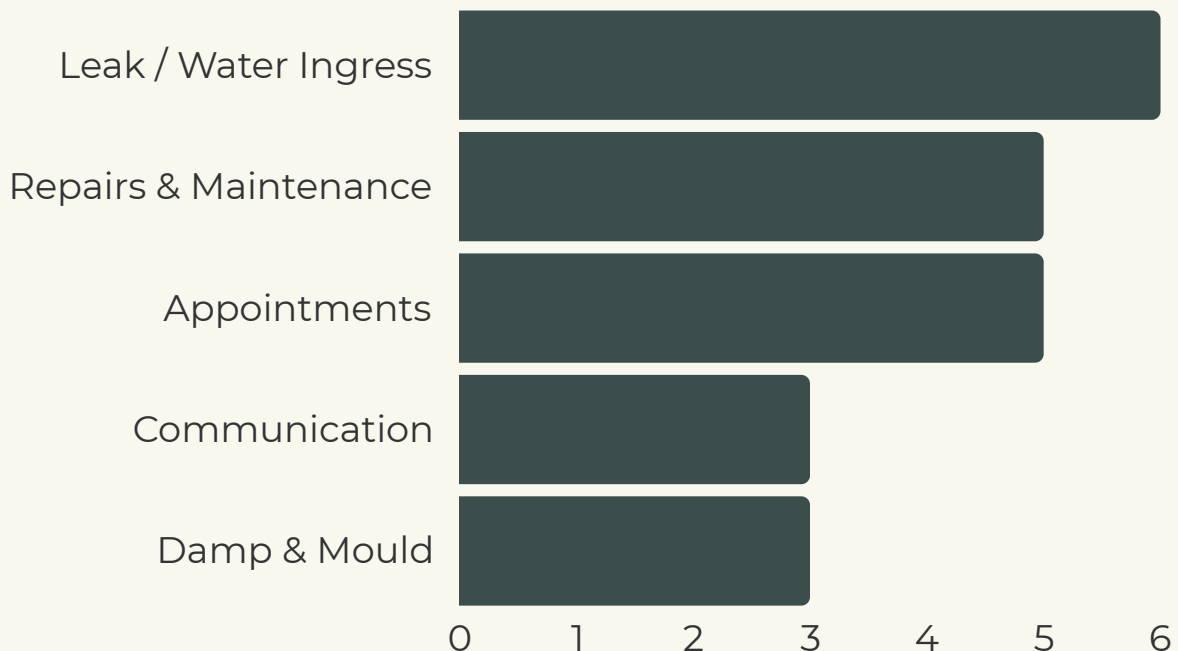
*\*Other: 1 x sub-tenant,  
1x garage tenant*

## Acknowledged in 5 working days:

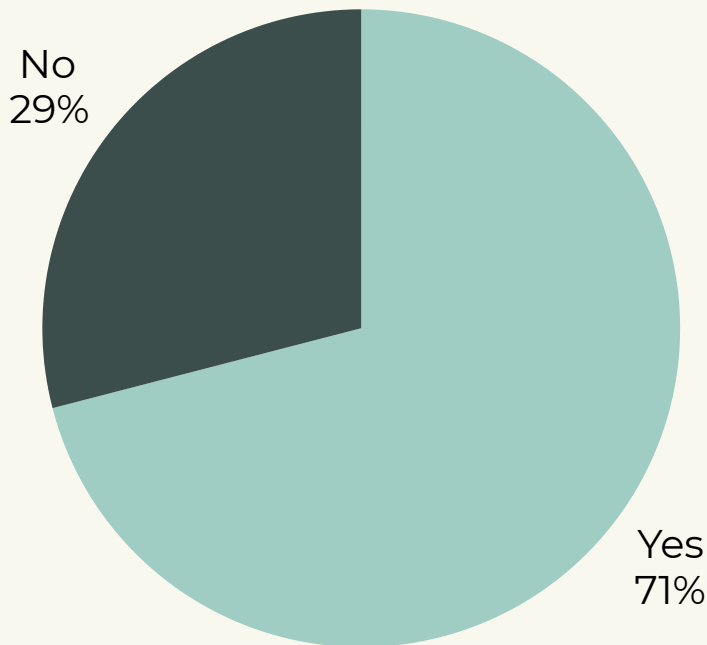


These statistics have drastically improved in Q2, currently at 95%

## Top 5 Reasons for Complaints:



### Stage 1 Complaints Responded to within 10 Working Days:



All extensions within Housing Ombudsman's 10 working day limit and communicated with residents

### Compensation Paid:

# £390\*

\*This figure is based on the remittances we have received to date and is subject to change in future reports.

### Outcomes of Complaints:

<b>Upheld</b>	71%
<b>Partially Upheld</b>	26%
<b>Not Upheld</b>	3%

### Feedback Following Response:

<b>No Response</b>	36%
<b>Escalated to Stage 2</b>	26%
<b>Ongoing Communications</b>	19%
<b>Satisfied</b>	19%

# STAGE TWO COMPLAINTS:

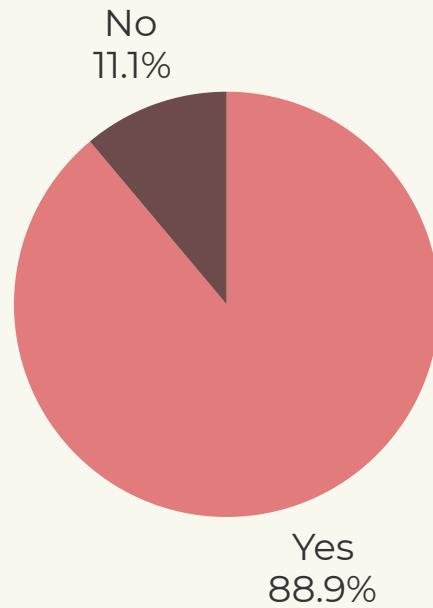
9

TOTAL NUMBER OF COMPLAINTS RECEIVED

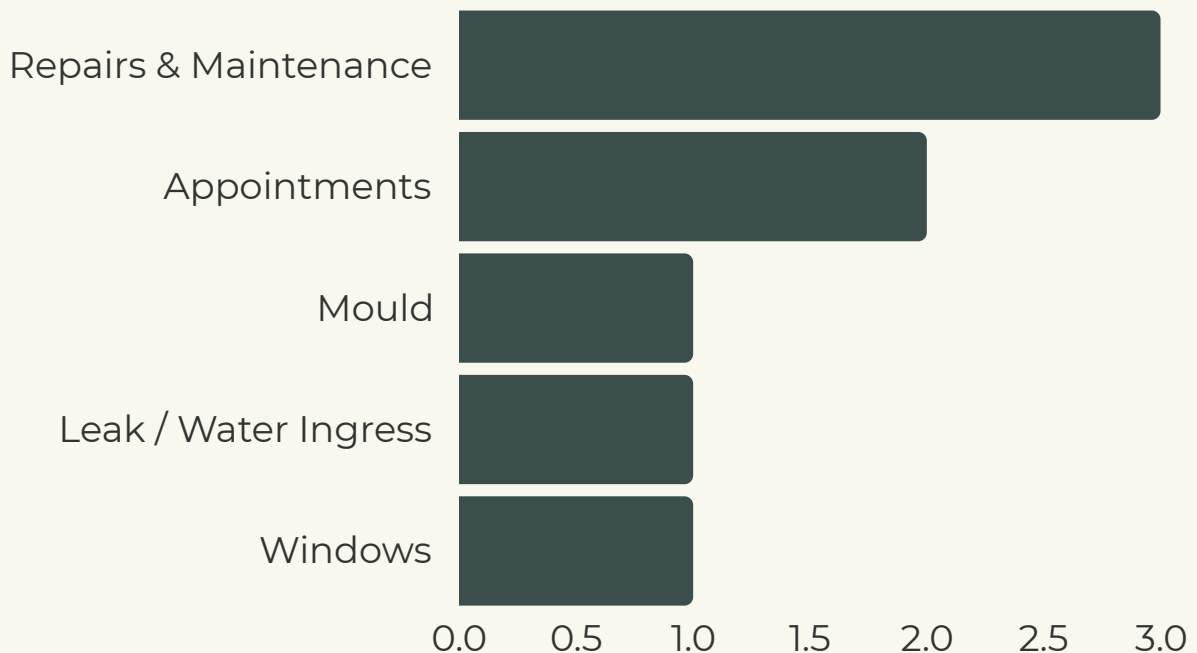
## Source of Complaint:

<b>Tenants:</b>	7
<b>Leaseholders:</b>	2

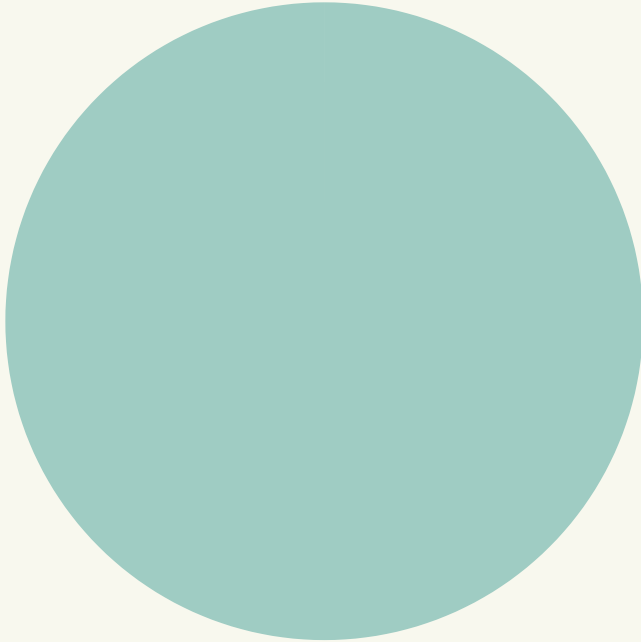
## Acknowledged in 5 working days:



## Top 5 Reasons for Complaints:



**Stage 2 Complaints Responded to within 10 Working Days:**



Yes  
100%

**Compensation Paid:**

**£150\***

\*This figure is based on the remittances we have received to date and is subject to change in future reports.

**Feedback Following Response:**

<b>Satisfied</b>	45%
<b>No Response</b>	33%
<b>Ongoing Communications</b>	11%
<b>Not Satisfied</b>	11%

**Outcomes of Complaints:**

<b>Upheld</b>	89%
<b>Partially Upheld</b>	11%
<b>Not Upheld</b>	0%

# HOUSING OMBUDSMAN SERVICE (HOS) REQUESTS:

4

NEW QUEUE STAGE REQUESTS RECEIVED

1

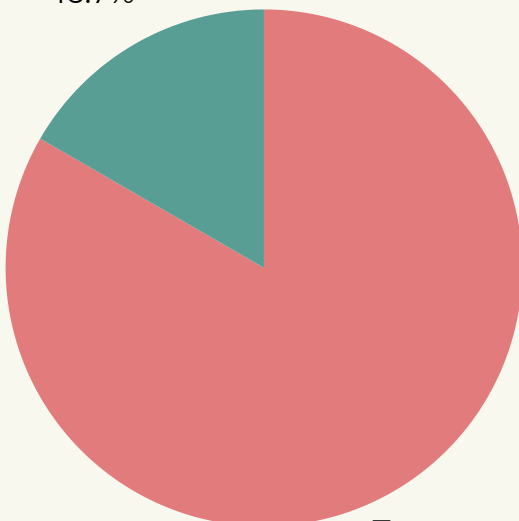
NEW INVESTIGATION STAGE REQUESTS RECEIVED

2

FINAL  
DETERMINATIONS  
RECEIVED

## Source of HOS requests:

Leaseholder  
16.7%



Tenant  
83.3%

## Reasons for Complaints:

Repairs and Maintenance



Estate Services



Leak and Water Ingress



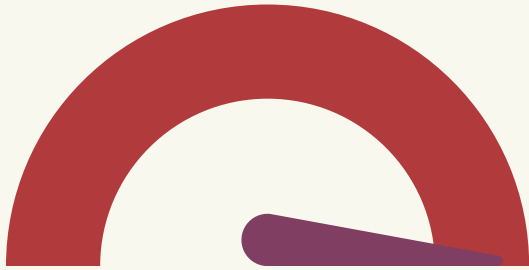
Windows



0 5 10 15 20 25 30

HOS complaints often span across several categories and the HOS always investigates the landlord's complaint handling

**Two HOS determinations were received in Q1 of 2024/25, both found maladministration.**



### **Compensation Paid:**

**£1600\***

\*the Housing Ombudsman requested that we pay £1,100 for one maladministration finding, and £500 for the other.

One resident did not want to accept the £1,100 offer from the CoL and did not provide payment details.

The Housing Ombudsman requested that we provide evidence of payment, so we sent the resident a cheque.

### **Summary of HOS findings:**

#### Complaint 1:

- Maladministration found in landlord's handling of leak.
- There were failures in the complaint handling, but the landlord offered redress for these failures (HOS found redress to be satisfactory).

#### Complaint 2:

- Maladministration found in landlord's repairs to heating system & ventilation unit
- Maladministration found in landlord's complaint handling. Whilst the complaint was acknowledged within the timescales, it was not formally escalated as a complaint in time.

# Q1 COMPLIMENTS

<b>Staff Name</b>	<b>Compliment</b>
George Briley - Gardener	Thank you to our wonderful gardener George. He does a splendid job.
Emily Grant - Strategic Communications and Engagement Officer	Just a big thank you for the regular updates about what's going on around the Barbican Estate. Very informative and much appreciated by us.
Charlotte Glinecki - Allocations Officer	Charlotte proves to be impressive, extraordinary, brilliant, exceptional and outstanding - love her emails. I wish to express her exemplary performance, dedication and swift processing of my application for sheltered housing. You are fortunate to have Charlotte as valuable member of the team. I look forward to witnessing Charlotte's continued success and contribution to the organisation. Her hard work and dedication has really helped me during this time. I want to make sure Charlotte knows how much she is valued and appreciated. Charlotte you're amazing!



# Q1 COMPLIMENTS

<b>Staff Name</b>	<b>Compliment</b>
Allison Panks	Thank you to Allison Panks for dealing with an ongoing issues with noise from a neighbour. Allison had to contact the neighbour a number of times to get a response as they were not answering calls, text messages, etc. I appreciate her persistence and help.
Allison Panks	Received a thank you card a little from the family of a deceased tenant for helping them through the end of tenancy process.
Rebecca Southin - Supported Living Manager	Thank you for being a great help and supporting Emmy
Jason Fernandez - Porter, Cleaner, Gardener	Thank you to Jason who always does a great job keeping everything clean and tidy, he is really thoughtful and hard working and very friendly too. We appreciate his work so much!