

HOUSING COMPLAINTS STATISTICS (BARBICAN)

2024 / 25: QUARTERS 1 & 2

Q1:

6

STAGE 1 COMPLAINTS RECEIVED

2

STAGE 2 COMPLAINTS RECEIVED

Q2:

6

STAGE 1 COMPLAINTS RECEIVED

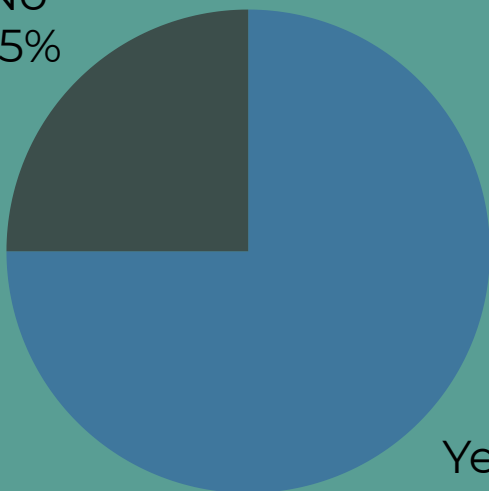
0

STAGE 2 COMPLAINTS RECEIVED

ACKNOWLEDGED IN 5 WORKING DAYS:

Q1:

No
25%



Yes
75%

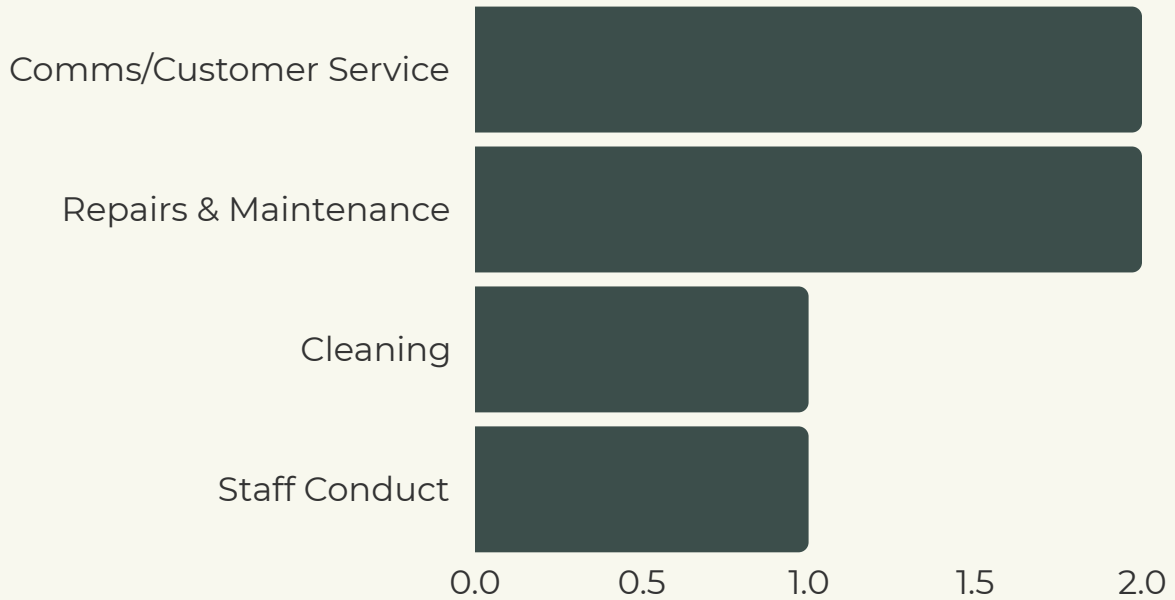
Q2:



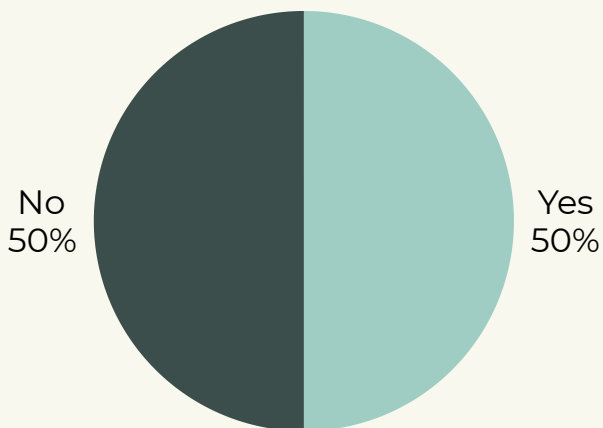
Yes
100%

QUARTER 1:

Reasons for Complaints (Stages 1 & 2):

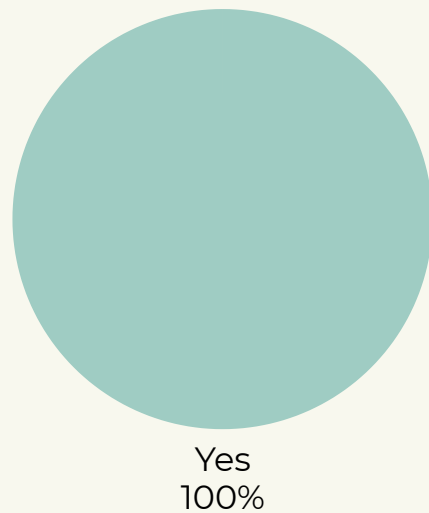


Stage 1 Complaints Responded to within 10 Working Days:



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

Stage 2 Complaints Responded to within 20 Working Days:



Compensation Paid (Stages 1 & 2):

£0

QUARTER 1:

Outcomes of Complaints:

Stage 1:

Upheld	67%
Partially Upheld	33%
Not Upheld	0%

Stage 2:

Upheld	50%
Partially Upheld	50%
Not Upheld	0%

Feedback Following Complaint Response:

Stage 1:

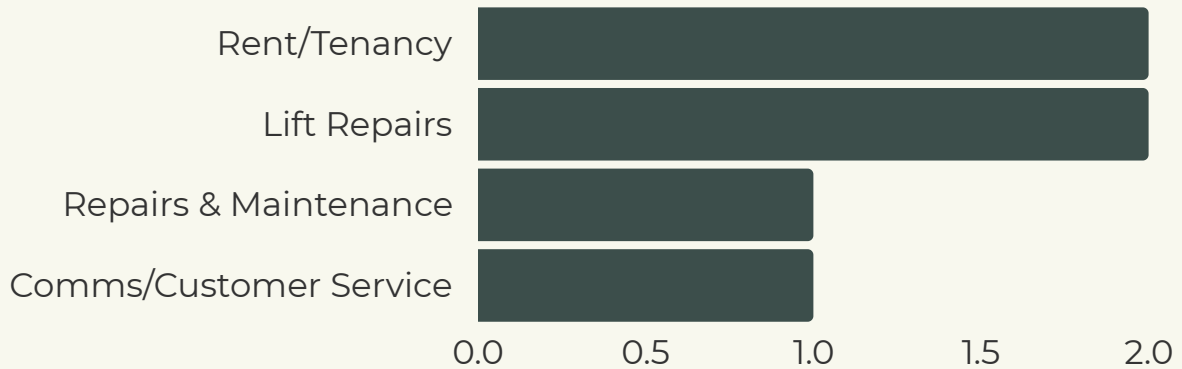
No Response	83%
Escalated to Stage 2	17%

Stage 2:

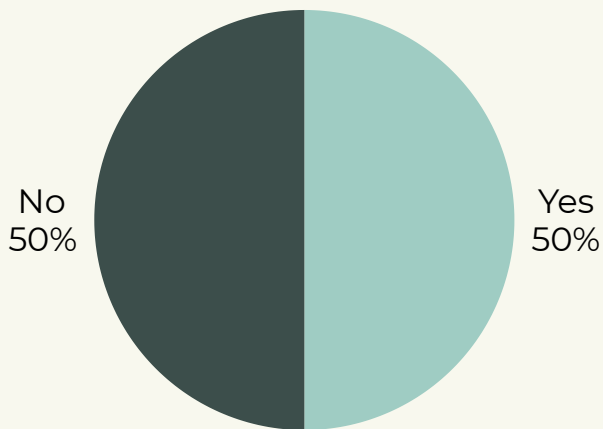
No Response	50%
Satisfied	50%

QUARTER 2:

Reasons for Complaints (Stages 1 & 2):



Stage 1 Complaints Responded to within 10 Working Days:



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

Stage 2 Complaints Responded to within 20 Working Days:

N/A - no stage 2 complaints received during Q2

Compensation Paid (Stages 1 & 2):

£0

Outcomes of Complaints:

Stage 1:

Upheld	17%
Partially Upheld	50%
Not Upheld	33%

Feedback Following Complaint Response:

Stage 1:

No Response	60%
Ongoing Comms	40%

HOUSING OMBUDSMAN SERVICE (HOS) REQUESTS:

QUARTER 1:

2

NEW QUEUE STAGE HOS REQUESTS RECEIVED

QUARTER 2:

2

NEW INVESTIGATION STAGE HOS REQUESTS RECEIVED FOLLOWING QUEUE STAGE (THESE ARE CURRENTLY AWAITING THE NEXT STAGE FROM THE HOS)

Reasons for Complaints:

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

Concerns raised in these complaints included:

- Water Ingress
- Damp & Mould
- Estate Services
- Delays

We are yet to have received determinations on these complaints. Determinations and findings will be reported at future meetings.

Q1 & Q2 COMPLIMENTS

Staff Name	Compliment
Emily Grant	“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.”
Dan Sanders	<p>Re. Graffiti: “I’m impressed by the speed and effectiveness of the clean up operation. Many thanks. “</p> <p>“Thank you for supporting us in this matter. I went there and the place looks spotless. Really appreciate it.”</p>
Dan Sanders & Team	<p>“Just a note to say BIG THANK YOU for taking on the role and for looking after our Estate that we really love.</p> <p>Having grown up here since 1994, it is good to see this message coming across. I know many other residents are feeling very happy with how you handled this issue. I met Dan Castle recently and I know that you all plan to take care of the Estate and we very much appreciate it all. Not an easy task!”</p>

Q1 COMPLIMENTS

Staff Name	Compliment
Dan Sanders	“Firstly, many thanks for the breath of fresh air and disciplined approach you have brought to the BEO during your short tenure. It’s very much appreciated!”
Michael Bailey and Luis Alfonso Simon Oliva	“ Really happy with the service from Luis helping me sort out a store (also the gentleman on the desk when I picked up the keys).”
Dan Castle	“I would like to say that I am grateful for the attentive, full and helpful way in which my complaint has been handled by Daniel Castle and your team and for the information that has been disclosed. “
Dan Sanders	Re Governance Review: “I am very grateful for your hard work in carrying out the background soundings with a wide range of people to help to identify the levels of confusion.”