

Complaints Analysis

Reporting period:

Q2: July 2023 – September 2023



LANGSTANE

HOUSING ASSOCIATION LTD

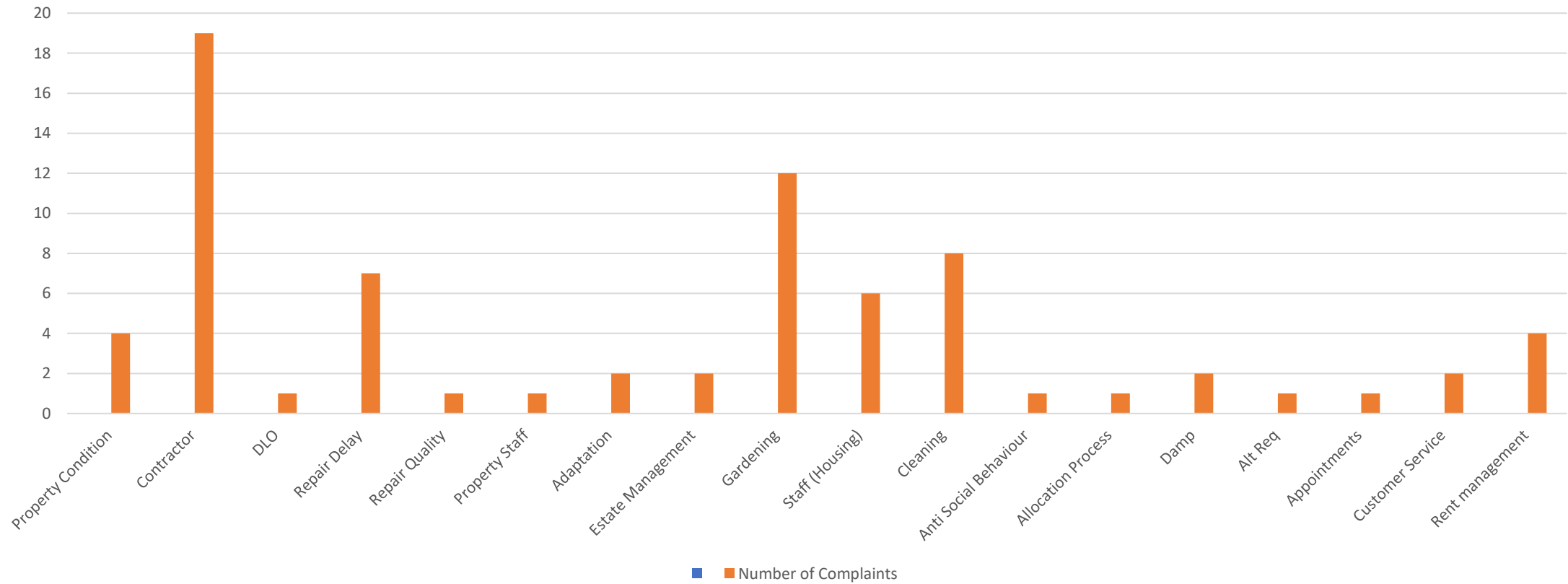
YOUR HOME MATTERS

Stage 1 Complaints Quarter 2 July 2023 to September 2023

- 75 Complaints were received
- Average Days to Complete Stage 1 complaints 5.30 days (just over target of 5 days)
- 45.6% of complaints were upheld

Stage 1 Complaints

Complaints – Quarter 2 2023



Trends

Contractor complaints continues to impact on the numbers with tenants describing a range of issues

The gardening and cleaning complaints have increased recently and are being discussed with the contractors.

Rent management complaints have increased this quarter – all were resolved or not upheld and no issue was the same

Stage 2 Complaints July - September

- 11 complaints were received
- 16.9 days to complete
- 44.4% of complaints upheld

Various issues noted – both staffing complaints not upheld

Stage 2 Complaints - May

Stage 2 Complaints - Reasons

