

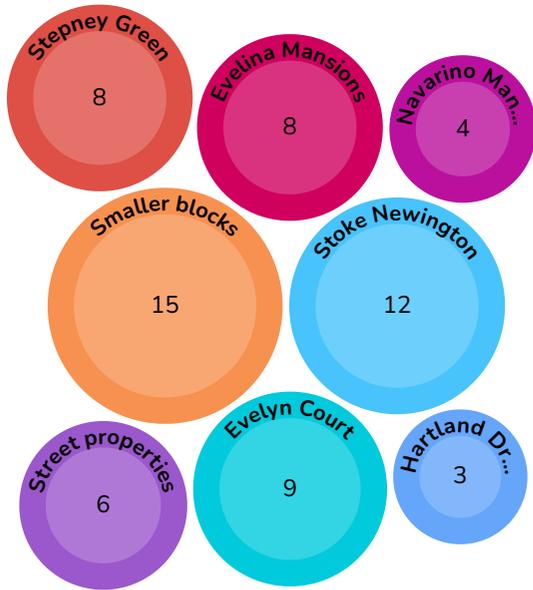
# Complaints Dashboard

## February 2025

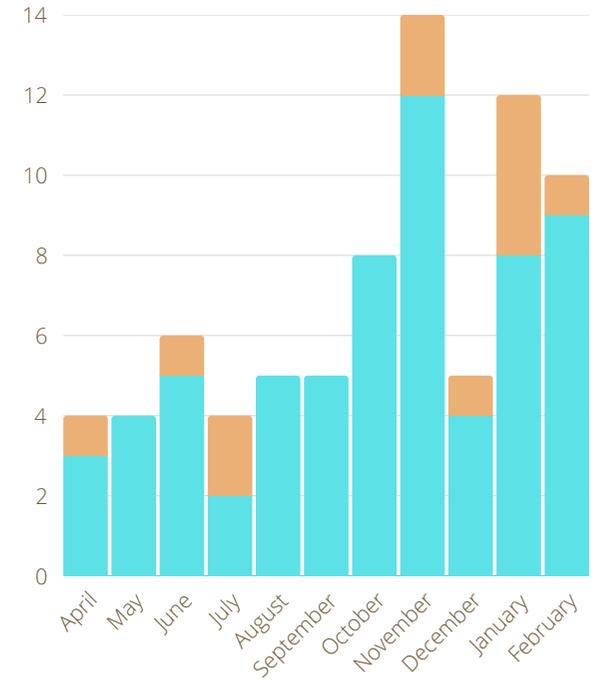
Total complaints received in February : 10

Total complaints 2024/25 to date : 77

### Complaints by location YTD



### Key themes



Stage 1: 65

Stage 2: 12

### Actions

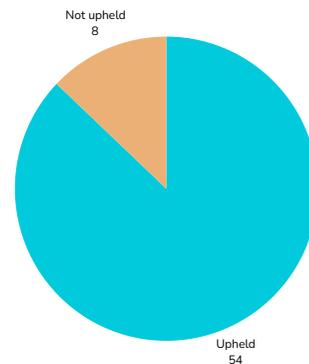
16 Closed cases with outstanding actions

22 Actions related to cases

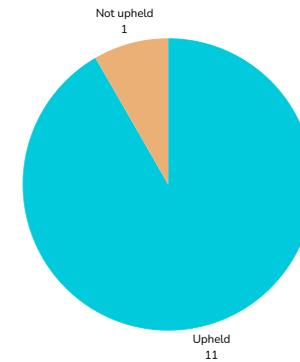
138 Days running average

There are three cases involving disrepair that bring this average up, without these cases the average is 73 days.

### Stage 1 outcomes\*



### Stage 2 outcomes\*



\*numbers may differ from total complaints as not all complaints received in this period will have been responded to in the same period

## Stage 1 Complaints by location and service area

	Evelyn Court	Stoke	Navarino Mansions	Hartland	Street	Evelina Mansions	Stepney Green	Smaller blocks
Repairs	5	7	3	2	4	5	6	8
Housing	3	2	-	-	2	-	1	5
Repairs & Housing	1	2	1	1	-	-	-	1
Compliance	-	1	-	-	-	-	-	1
Asset	-	1	1	-	-	2	1	-

## Lessons Learnt this month

### Issue

- Returning mould following works
- Shared owner contact details not collected or recorded on Cx at the point of purchase, leading to missed communication opportunities.

### Change

- Inspection of any reported mould following external works and review of adequate heating within homes.
- New shared owner survey set up to collect key household information automatically as new tenancies are created on Cx and act as a 'welcome' to IDS.