

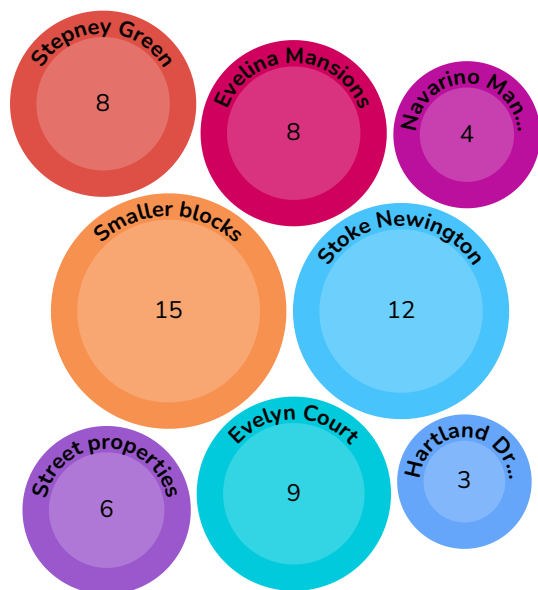
Complaints Dashboard

February 2025

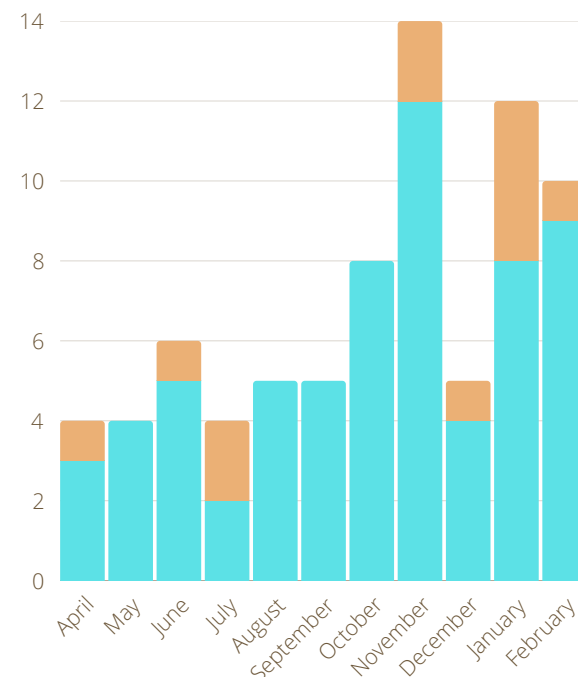
Total complaints received in February : 10

Total complaints 2024/25 to date : 77

Complaints by location YTD



Key themes

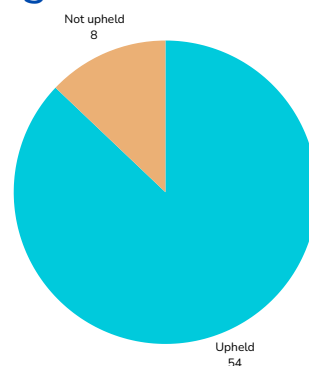


Actions

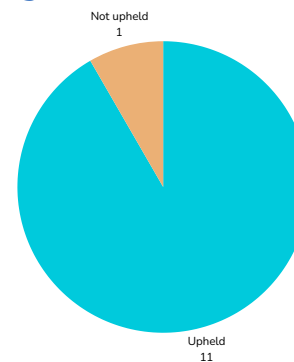
- 16 Closed cases with outstanding actions
- 22 Actions related to cases
- 138 Days running average

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.