

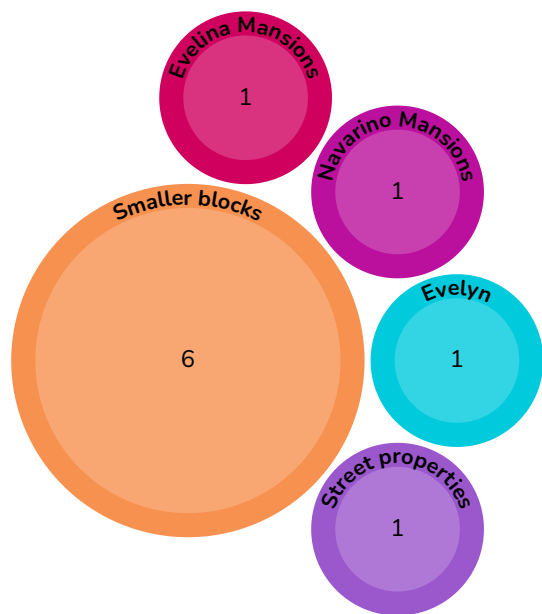
Complaints Dashboard

May 2025

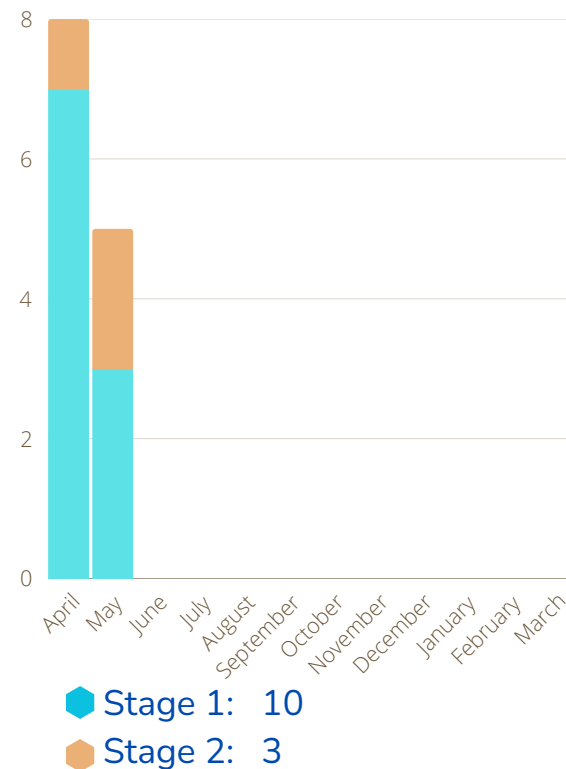
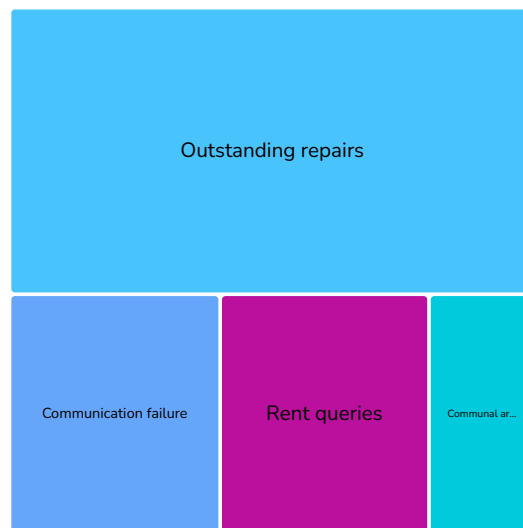
Total complaints received in May: 5

Total complaints 2025/26 to date : 13

Complaints by location YTD



Key themes



Actions

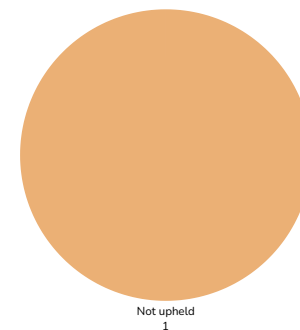
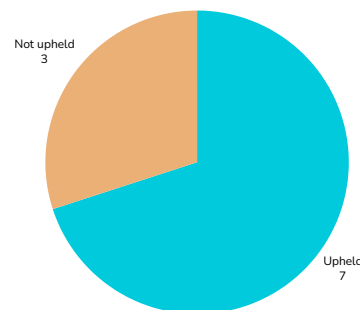
8 Closed cases with outstanding actions

10 Actions related to cases

195 Days running average

There are two long standing cases involving managing agent repair responsibility and one requiring a decant. Without these cases the average is down to 56 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	1	-	1	-	1	1	-	-
Housing	-	-	-	-	-	-	-	4
Repairs & Housing	-	-	-	-	-	-	-	1
Compliance	-	-	-	-	-	-	-	1
Asset	-	-	-	-	-	-	-	-

Lessons Learnt this month

Issue

- Unsatisfactory communication with managing agent leading to resident dissatisfaction

Change

- Estate Manager objectives to include regular meetings with any applicable managing agent contact to ensure up to date contact details and services are being carried out as they are charged. Residents updated in regards to any change in contact details or services. These meetings are to be monitored and audited by the Housing Services Manager for any escalation issues.