

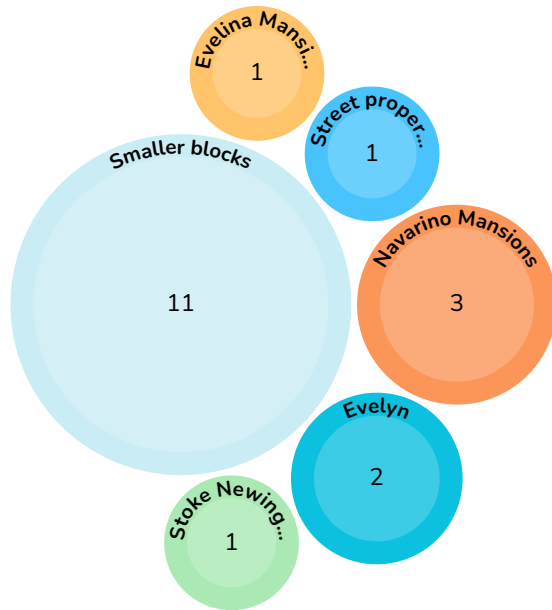
Complaints Dashboard

June 2025

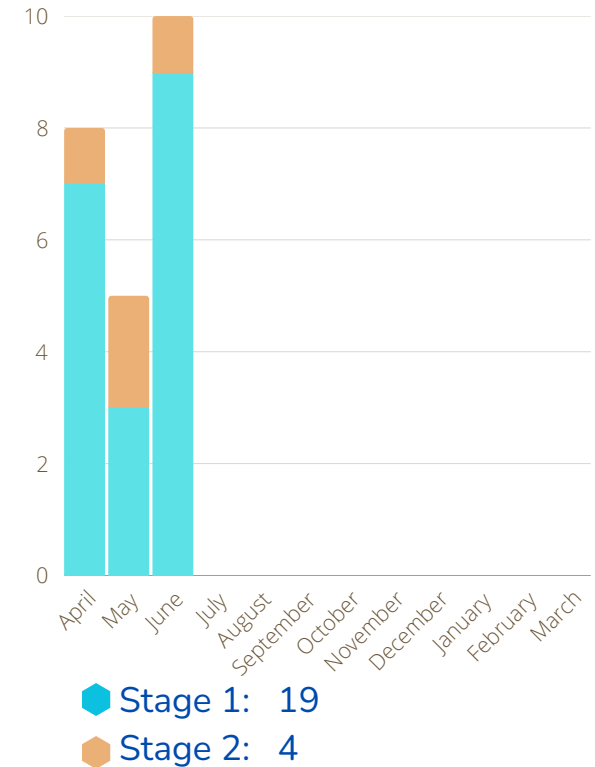
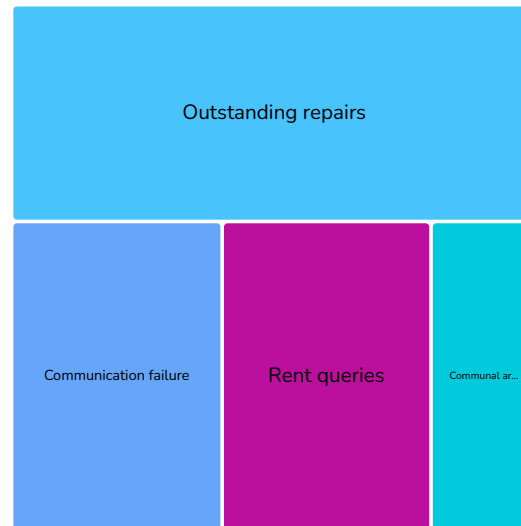
Total complaints received in May: 10

Total complaints 2025/26 to date : 23

Complaints by location YTD



Key themes



Actions

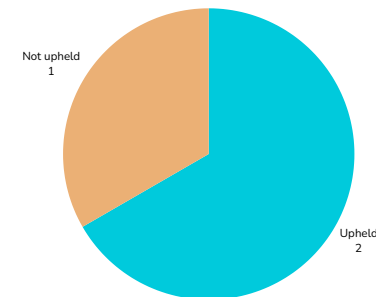
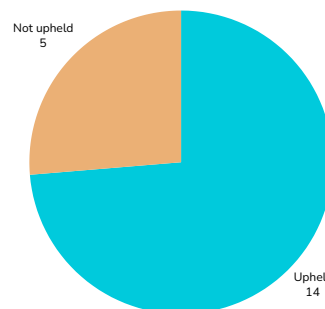
6 Closed cases with outstanding actions

9 Actions related to cases

96 Days running average

The two long standing managing agent actions have now been completed bringing the average time down 100 days. We have one decant and one access issue keeping average up. Without these the average is 37 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	Street	Evelina Mansions	Stepney Green	Smaller blocks
Repairs	1	-	2	1	1	-	3
Housing	1	1	-	-	-	-	6
Repairs & Housing	-	-	-	-	-	-	1
Compliance	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-

Lessons Learnt this month

Issue

- Misdiagnosis of communal leak not communicated with all residents in the block.
- Six complaints have been received from Mountside Walk in the last three months

Outcome

- Reminder to all teams to review processes in notifying residents where there is a communal issue impacting a number of residents.
- Responses have been provided to each of these complaints, covering various issues and steps are being taken to address these concerns and to engage the community and their advocates to address any outstanding issues.