

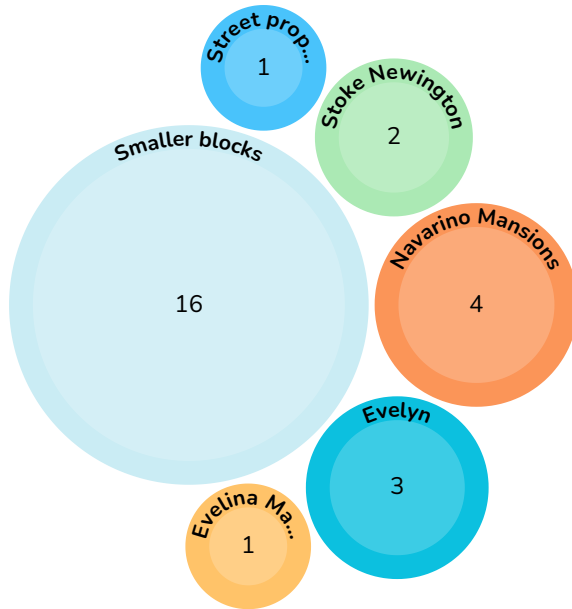
Complaints Dashboard

July 2025

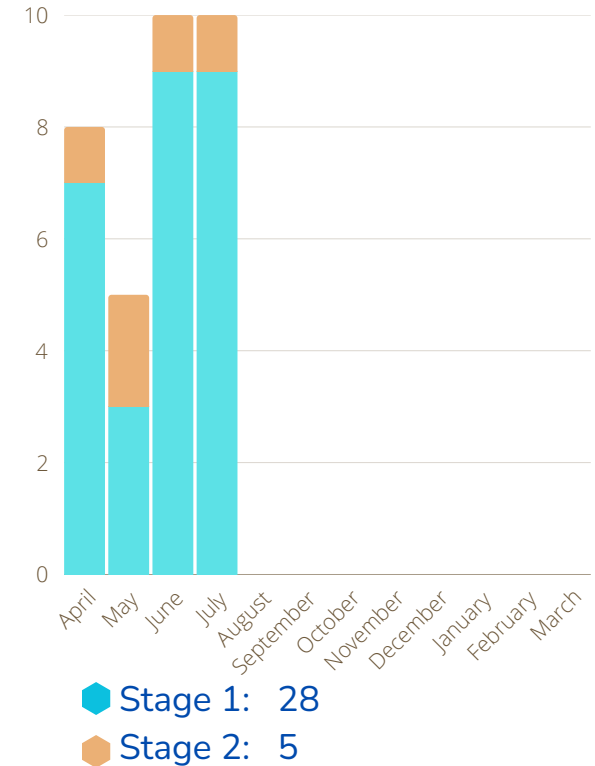
Total complaints received in July: 10

Total complaints 2025/26 to date : 33

Complaints by location YTD



Key themes



Actions

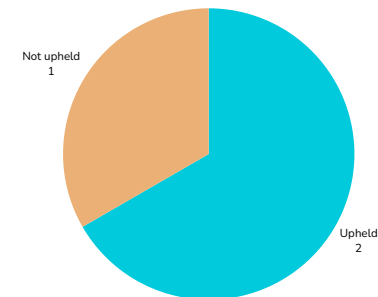
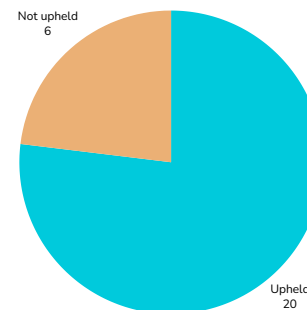
6 Closed cases with outstanding actions

8 Actions related to cases

105 Days running average

We have one decant and one access issue keeping average up. Without these the average is 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	Street	Evelina Mansions	Stepney Green	Smaller blocks
Repairs	2	-	2	1	1	1	4
Housing	1	2	1	-	-	-	10
Repairs & Housing	-	-	-	-	-	-	1
Compliance	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-

Lessons Learnt this month

Issue

- Pest control treatment carried out for assurance lead to increased concern
- Delays in opening community hall for hire creating concern for residents

Outcome

- Service provision reviewed with pest control contractor for IDS to approve / review prior to treatment being carried out.
- Increased communication and clarification required on communal issues impacting residents to prevent misunderstanding.