

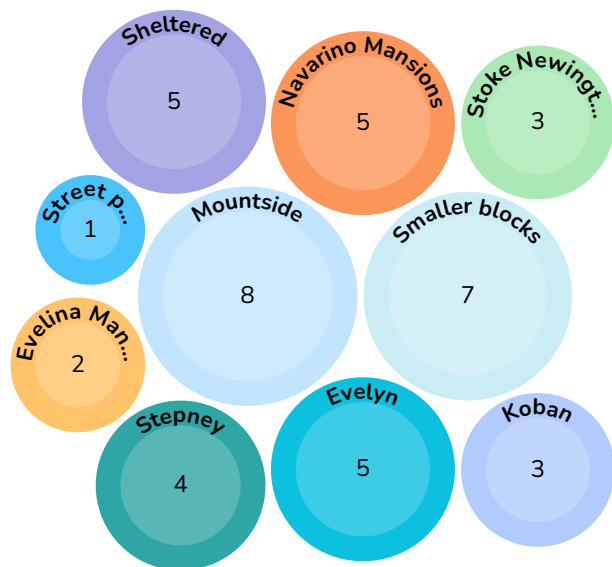
Complaints Dashboard

October 2025

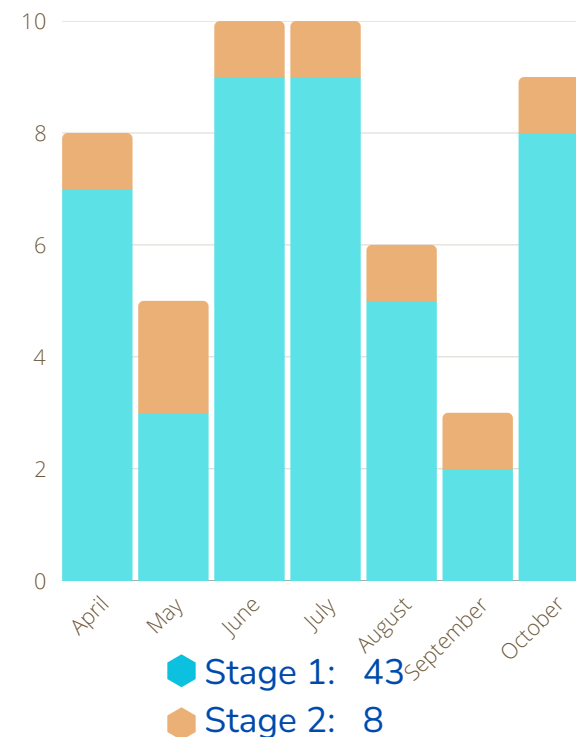
Total complaints received in October: 9

Total complaints 2025/26 to date : 51

Complaints by location YTD



Key themes

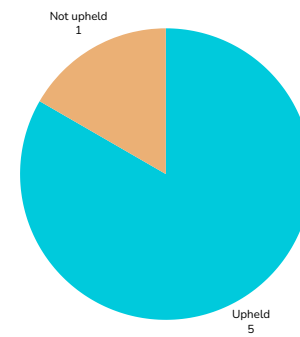
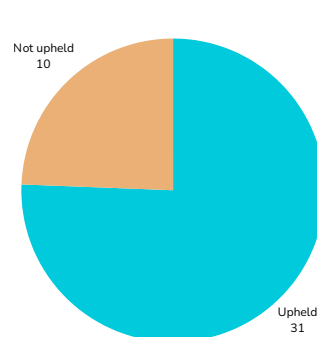


Actions

- 4 Closed cases with outstanding actions
- 5 Actions related to cases
- 187 Days running average
- 2 Actions closed and completed within the period

Three continuing long cases with actions outstanding due to decant requirement, resident holiday and contractor appointment, and poor managing agent communication preventing closures of these.

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 & smaller	Evelina Mansions	Stepney Green	Mountside	Sheltered
Repairs	3	1	3	2	2	2	4	1
Housing	2	2	2	3	-	2	4	3
Repairs & Housing	-	-	-	1	-	-	-	-
Compliance	-	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-	-

Lessons Learnt this month

Issue

- Lack of communication in relation to communal repair.
- Communal cleaning standards dropped

Outcome

- Closer management of communal works, identifying any delays and to ensure residents are updated on time frames and expectations of completion.
- More frequent monitoring of cleaning standards across IDS stock. Introduced joint inspections and independent inspection to ensure quality of work and highlight any issues before reported by residents.