

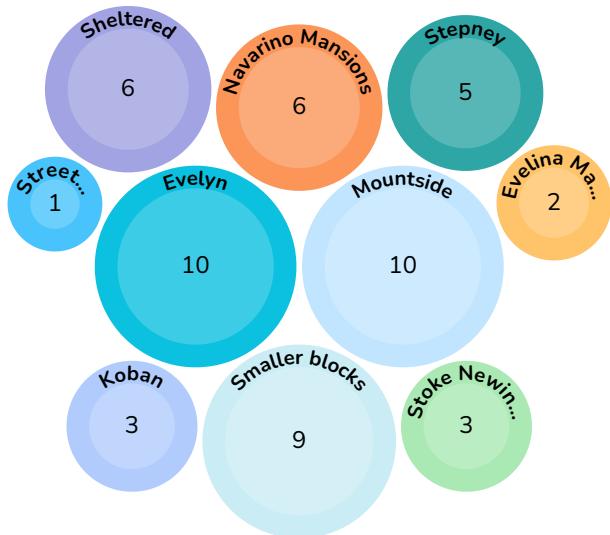
Complaints Dashboard

December 2025

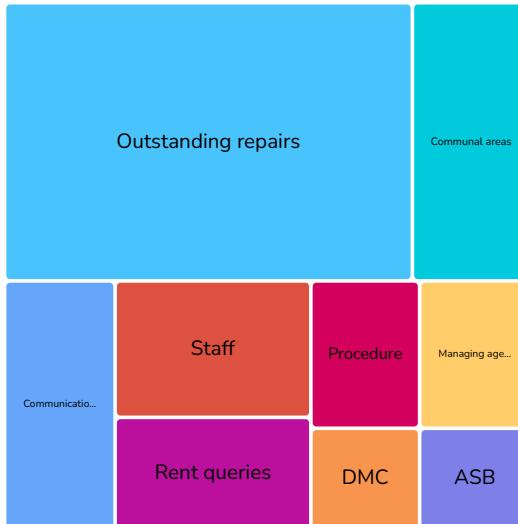
Total complaints received in December: 9

Total complaints 2025/26 to date : 64

Complaints by location YTD



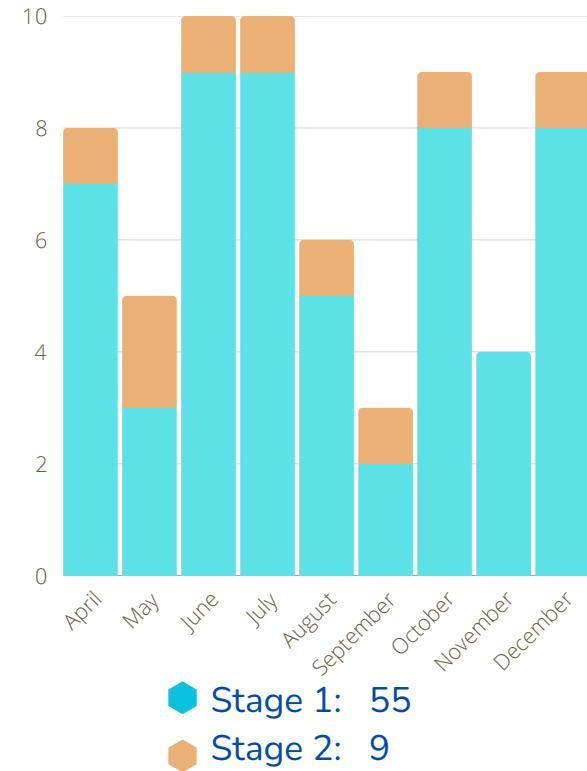
Key themes



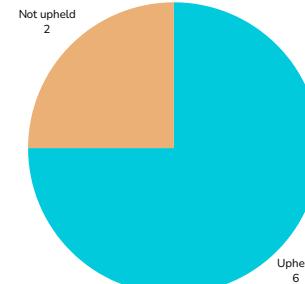
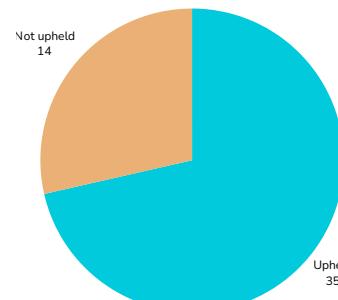
Actions

- 8 Closed cases with outstanding actions
- 9 Actions related to cases
- 165 Days running average
- 2 Actions closed and completed within the period

Three continuing long cases with actions. Others resulting in running total of 38 days.



Stage 1 outcomes Stage 2 outcomes



*numbers may differ from total 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	8	1	4	6	2	3	4	1
Housing	2	2	2	5	-	2	6	4
Repairs & Housing	-	-	-	1	-	-	-	-
Compliance	-	-	-	1	-	-	-	1
Asset	-	-	-	-	-	-	-	-

Lessons Learnt this month

Issue

Outcome

- Repeated issue with emergency lighting in the communal area not working.
- When a repeated issue is highlighted in the space of three months, it now triggers a further investigation by the contractor to review the issue rather than repeat the fix that has subsequently failed.