

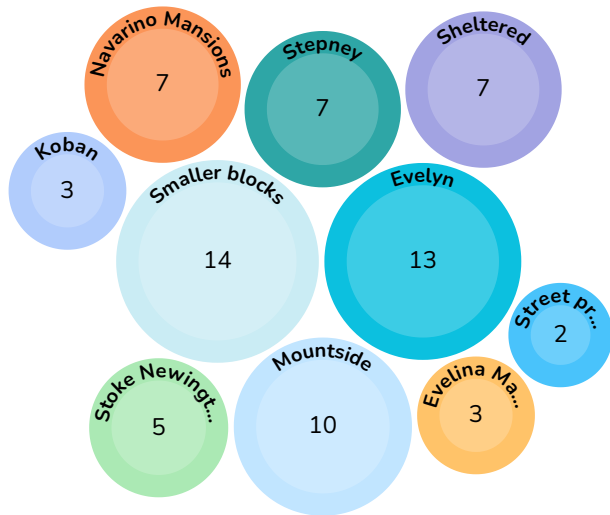
Complaints Dashboard

February 2026

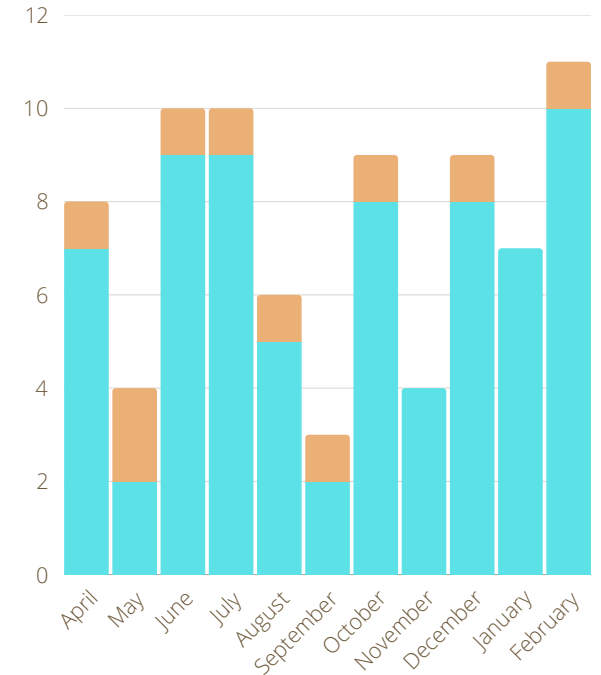
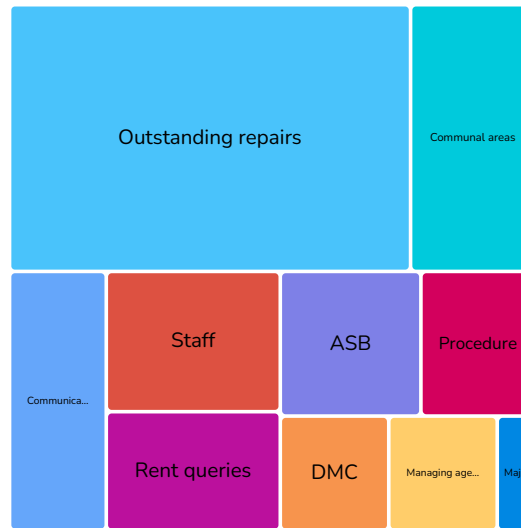
Total complaints received in February: 11

Total complaints 2025/26 to date : 81

Complaints by location YTD



Key themes



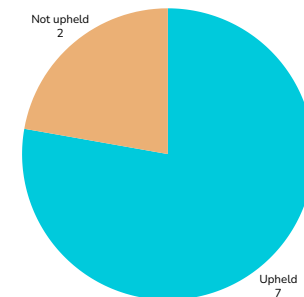
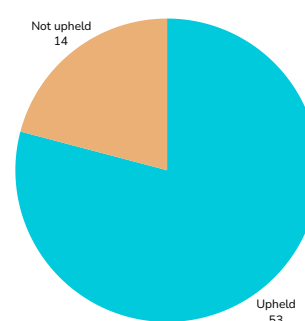
◆ Stage 1: 71
◆ Stage 2: 10

Actions

- 6 Closed cases with outstanding actions
- 6 Actions related to cases
- 101 Days running average
- 3 Actions closed and completed within the period

Two long standing cases closed last month reducing the running days significantly. Two further longer standing cases to be finalised. Without these the running average is 40 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 & smaller	Evelina Mansions	Stepney Green	Mountside	Sheltered
Repairs	10	1	4	7	2	3	4	2
Housing	3	3	2	7	-	3	6	4
Repairs & Housing	-	1	-	2	-	-	-	-
Compliance	-	-	-	3	-	-	-	1
Asset	-	-	1	-	1	1	-	-

Lessons Learnt this month

Issue

- Loss of heating for an extended period of time whilst responsible organisation was determined at a site managed by a third party
- Dust from major work impacting residents ability to work from home and live peacefully.

Outcome

- Improved and expanded internal procedural notes on blocks managed by a third party with multiple responsibilities and shared with appropriate staff so there is no delay in raising such repair requests in future,
- Repeated communication to residents prior to works being carried out on their block to be reminded to close windows and taping windows to be carried out by contractors completing the work.