

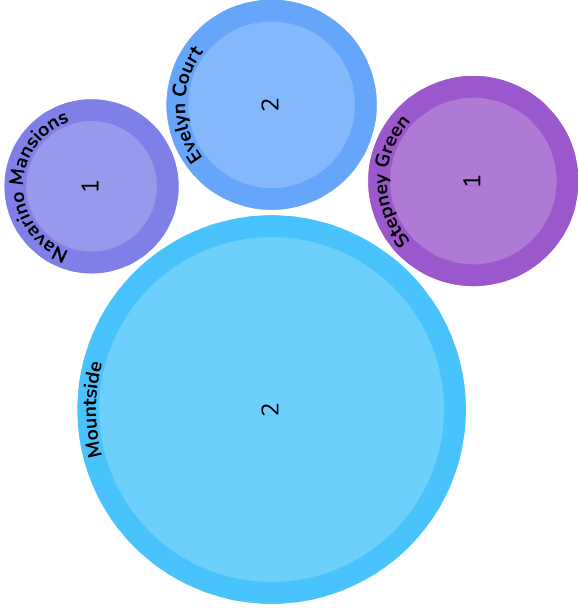
# Complaints Dashboard

## April 2026

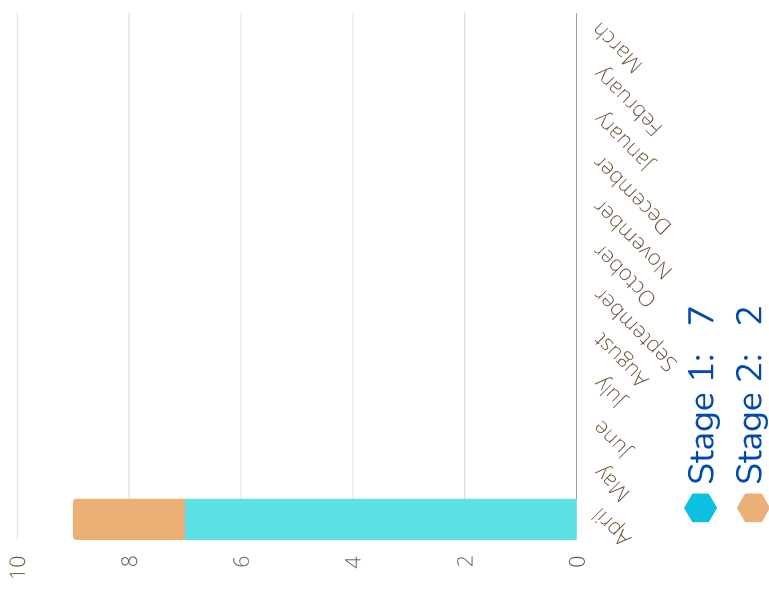
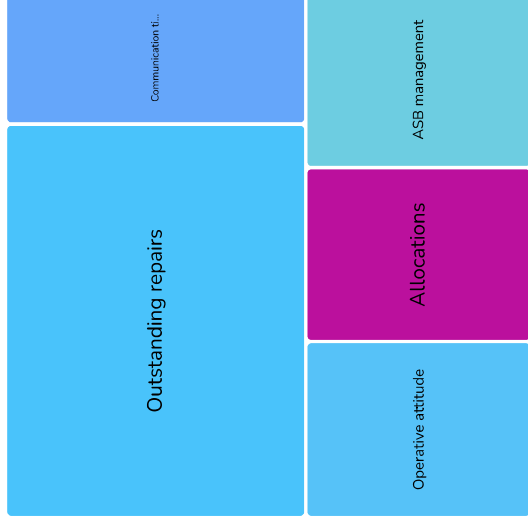
Total complaints received in April : 9

Total complaints 2025/26 to date : 9

### Complaints by location YTD



### Key themes



### Actions

3 Closed cases with outstanding actions

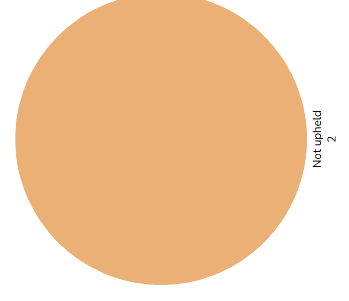
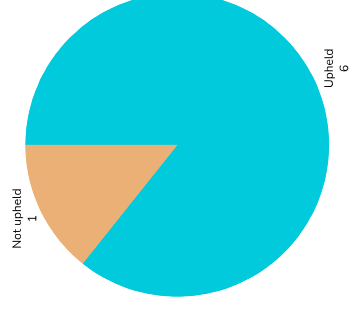
4 Actions related to cases

240 Days running average

2 Cases opened and closed within the period

There are only three long standing cases involving access and disputes on resolution and reasonable quote for equipment installation. Two cases closed within the period with an average time of 6 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	Hartland	Street	Evelina Mansions	Stepney Green	Smaller blocks
Repairs	2	-	1	-	-	-	-	-
Housing	-	-	-	-	-	-	-	2
Repairs & Housing	-	-	-	-	-	-	-	-
Compliance	-	-	-	-	-	-	-	-
Asset	-	-	-	-	-	-	1	-

## Lessons Learnt this month

- |              |               |
|--------------|---------------|
| <b>Issue</b> | <b>Change</b> |
|--------------|---------------|
- Delay in reinstatement of gas supply
  - Concerns over apparent lack of movement regarding lift breakdowns
  - Explanations and expectations to be provided to residents that should further opinions be necessary at the residents request, this will result in a delay in progressing the works.
  - Whilst many visits had been made by contractors, residents were not aware of repeated attempts to rectify the issue. Agreed where there are multiple breakdowns in short succession communication will go out on each contractor attendance to update on the findings so residents are kept more informed.