Annex 3

(i) Performance relating to Complaints 2022-2023

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Stage One Complaints | | | | | | | | | | | | | |
| % Stage One Complaints Closed On-time | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No. Stage One Complaints | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| No. Stage One Complaints Closed On-time | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| | | | | | | | | | | | | | |
| % Stage One Complaints Upheld | 26.7% | 28.6% | 33.3% | 57.1% | 50.0% | 33.3% | 28.6% | 38.1% | 33.3% | 35.0% | 50.0% | 31.0% | 36.5% |
| No. Stage One Complaints | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| No. Stage One Complaints Upheld | 4 | 4 | 3 | 4 | 9 | 4 | 2 | 8 | 5 | 7 | 10 | 13 | 73 |
| Stage Two Complaints | | | | | | | | | | | | | |
| % Stage Two Complaints Closed On-time | 50.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 75.0% | 100.0% | 90.0% | 93.5% |
| No. Stage Two Complaints | 2 | 9 | 3 | 2 | 3 | 4 | 6 | 5 | 3 | 8 | 7 | 10 | 62 |
| No. Stage Two Complaints Closed On-time | 1 | 9 | 3 | 2 | 3 | 4 | 6 | 5 | 3 | 6 | 7 | 9 | 58 |
| | | | | | | | | | | | | | |
| % Stage Two Complaints Upheld | 0.0% | 11.1% | 33.3% | 50.0% | 33.3% | 0.0% | 33.3% | 20.0% | 0.0% | 50.0% | 0.0% | 40.0% | 24.2% |
| No. Stage Two Complaints | 2 | 9 | 3 | 2 | 3 | 4 | 6 | 5 | 3 | 8 | 7 | 10 | 62 |
| No. Stage Two Complaints Closed On-time | 0 | 1 | 1 | 1 | 1 | 0 | 2 | 1 | 0 | 4 | 0 | 4 | 15 |

(ii) Complaints closed by catorgy 2022-23

| Complaint Types | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | | | | | | | | | | | | | |
| Total Complaints by Type | 15 | 14 | 9 | 7 | 18 | 12 | 7 | 21 | 15 | 20 | 20 | 42 | 200 |
| Allocations Complaints | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 5 | 1 | 1 | 9 |
| Anti-social Behaviour Complaints | 0 | 2 | 0 | 1 | 0 | 3 | 0 | 5 | 0 | 0 | 1 | 4 | 16 |
| Tenancy Management Complaints | 4 | 3 | 2 | 1 | 6 | 3 | 2 | 5 | 2 | 3 | 1 | 5 | 37 |
| Rents and Service Charges Complaints | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 1 | 0 | 2 | 4 | 13 |
| Repairs - Day to Day | 4 | 5 | 2 | 2 | 3 | 2 | 4 | 3 | 5 | 4 | 5 | 14 | 53 |
| Repairs - Planned Maintenance | 4 | 2 | 4 | 0 | 7 | 1 | 1 | 3 | 6 | 7 | 8 | 10 | 53 |
| Staff and Customer Services Complaints | 1 | 2 | 0 | 2 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 1 | 13 |
| Other Landlord Complaints | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 6 |
| Lifeline Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |