

## **ANNEX A**

### **MDH is performing against the Regulator's Tenancy Satisfaction Measures relating to Complaints 2023-24**

#### **CH01: Complaints relative to the size of the landlord**

##### **Measured by: landlords' management information**

**This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.**

77 complaints – This is based on 228 stage 1 and 2 complaints with a housing stock of 2956

#### **CH02: Complaints responded to within Complaint Handling Code timescales**

##### **Measured by: landlords' management information**

**This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code. All social housing landlords have to follow this Code.**

182 of stage 1 complaints received in 2023/24

177 (98.3%) of these complaints were responded on time

46 of stage 2 complaints received in 2023/24

40 (93%) of these complaints were responded on time

Note: The above figures will differ, as at the time of reporting, there were complaints pending investigations. In addition, we may see an increase of complaints escalated to stage 2 over the next year. The above figures only show complaints that come under the remit of the Regulator's Tenancy Satisfaction Measures and do not include non housing ombudsman complaints.