

## Annex E

**(i) Performance relating to Complaints 2024-2025**

The above data includes both Housing Ombudsman Service and non Housing Ombudsman complaints.

[illegible]

## (ii) Complaints closed by category 2024-25

The above data includes both Housing Ombudsman Service and non Housing Ombudsman complaints.

Total Closed Complaints by Type	14	15	16	17	11	15	18	26	12	20	26	18	208
Allocations And Lettings	0	0	0	0	0	0	3	0	0	0	0	1	4
ASB	0	1	0	1	0	0	1	0	0	0	0	1	4
Damp And Mould	2	0	1	1	1	0	1	2	0	2	1	0	11
Disabled Adaptations	0	0	0	0	0	0	0	0	0	0	0	2	2
Emergency Repairs	0	0	0	0	0	0	0	0	0	0	0	0	0
Estate Management	0	2	0	1	0	0	0	0	1	0	0	1	5
Gas Safety	0	0	0	0	1	2	1	1	1	4	2	0	12
Non-Housing Ombudsman	3	3	3	2	1	1	2	3	2	2	1	2	25
Nuisance	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Planned Maintenance Contracts	0	2	3	2	4	0	3	3	2	2	4	3	28
Planned Maintenance	1	0	2	1	0	3	0	4	0	4	6	1	22
Rents And Charges	0	1	1	2	2	0	1	3	0	1	1	2	14
Routine Repairs	5	3	2	4	1	8	2	7	5	2	5	2	46
Staff/Conduct	2	2	0	3	0	0	3	1	1	3	1	1	17
Tenancy Management	1	1	4	0	1	1	1	2	0	0	5	2	18
Voids	0	0	0	0	0	0	0	0	0	0	0	0	0

## Complaint refusal

MDH have not refused any investigations into complaints during the financial year 2024/25.