

Complaints Summary 2025

Number	Issue	Outcome	Escalated?	Payment?	Learning
22	Customer concerned about recurring damp and mould and perceived lack of action	Not Upheld	Not Escalated	No	Need to take more proactive action at an early stage taking account of individual resident impact
23	Customer felt grounds maintenance contractor had caused damage to car with spray of garden material from strimmer	Not upheld	Not Escalated	No	
2301	Customer felt harrassed by communication about a ring doorbell that suggested they did not have permission to install	Upheld	Not Escalated	No	Not to use accusatory language in letters. The use of more curious language (Eg. If you do not already have permission from us for your doorbell, please get in touch) would have allowed a positive dialogue with the customer even in the absence of the historic record of the permission. Permissions need to be logged on resident or property system file
26	Customer was happy with overall kitchen install but felt that some expected standards had not been met and that the contractor had not delivered good quality or service in all areas	Partly Upheld	Not Escalated	Yes - £200	Clearer explanation of agreed works ahead of major works commencing; physical checks by in house team to ensure standards met before the contractor leaves site; reminding residents that if a failure of electricity causes fridge/freezer losses, we need to be notified asap to ensure compensation; reminding residents that private agreements for work with our contractors are not matters that we can mediate or resolve
9	Customer was unhappy with the standard of work carried out by the fencing contractor	Upheld	Not Escalated	No	Check on the work of the contractor for the following 6 months to ensure no pattern of poor performance or quality
14	Customer was seeking advice on a shared ownership staircasing sale. They did not receive a response to communication through our website	Upheld	Not Escalated	No	Ensure that communication via the website receives an immediate acknowledgement; consider how service requests are acknowledged more widely and improve info on staircasing on website.
16	Customer unhappy with delay in carrying out communal repairs	Upheld	Not Escalated	No	More communication needed to explain delays to residents
4	Customer had small leak under the kitchen sink and was unhappy that they were advised not to use the sink until it was repaired, that they were told they could use the bathroom for any essential dishwashing and that the repair was deemed urgent.	Not Upheld	Not Escalated	No	Continue to communicate the timescales for repairs when residents call/contact and explain the reasons for these timescales
13	Customer was left with intermittent hot water over a weekend, had concerns that a ventilation unit in the loft was not functioning correctly after servicing and that an email about this was not responded to	Partly Upheld	Not Escalated	No	Carry out further investigation to see how an email sent by the customer appeared not to have been received.