

Next up.... Feedback on complaints for 2025-26

The Association has seen an increase in the number of complaints received over the last year compared to 2024/25. We received 39 complaints in total. The majority of these (28) were investigated at Stage 1.

Year	Q1	Q2	Q3	Q4	Total
2021-2022	17	13	7	8	45
2022-2023	15	14	16	16	61
2023-2024	15	8	24	13	60
2024- 2025	6	7	5	7	25
2025- 2026	14	9	7	9	39

37 of our 39 complaints were responded to within timescale. The two complaints outwith timescale had an extension agreed by the person who made a complaint.

The majority of our complaints related to repairs and maintenance, primarily about contractor work or attitude, this was mostly in relation to aspects of the close cleaning and bin-pull out services, which has been addressed. Other complaints related to grounds maintenance and estate management. This is due to a perceived view that gardens being left below standard, although on several occasions there was dog fouling which impacted access or it was the first few cuts which means the grass is longer than usual.

Overall, there has been no significant areas for organisational learning in 2025/26, however specific issues and incidents are discussed at team meetings. We are committed to improving our services, so please let us know how we are doing and give us a chance to put things right.