

Appendix 1 – Complaints Performance and Service Improvement Report Statistics 2024/25

Figure 1: 2024/25 Complaints Performance and Tenant Satisfaction Measures (TSM)

Complaints Performance Measure	Target	Result	Sector benchmarking quartile based on RSH 2023/24 TSM results
Complaints Performance Measures 2024/25			
Percentage of complainants satisfied with the way their complaint was handled	92.00%	92.59%	N/A
Percentage of (Stage 1 and Stage 2) complaints dealt with in time	100%	97.83%	N/A
Percentage of complaints acknowledged, defined, and logged within five working days	100%	95.24%	N/A
Average number of working days to complete a Stage 1 complaint	10	10.16	N/A
Tenant Satisfaction Measures 2024/25 (sector benchmarking data RSH 2023/24)			
TP09 – Satisfaction with the landlord's approach to complaint handling	48.00%	55.43%	Upper quartile (UQ) (sector UQ is 41%)
CH01 – Stage 1 complaints received per 1,000 units	N/A	16.55	Lower quartile (sector UQ is 65.1)
CH01 – Stage 2 complaints received per 1,000 units	N/A	2.46	Lower quartile (sector UQ is 99)
CH02 – Stage 1 complaints responded to within complaint handling timescales	N/A	97.29%	Upper quartile (sector UQ is 92.9%)
CH02 – Stage 2 complaints responded to within complaint handling timescales	N/A	100%	Upper quartile (sector UQ is 97.8%)

Figure 2: Total Stage 1 and Stage 2 complaints investigated in 2024/25 compared to 2023/24

2024-2025						2023/24
	Q1	Q2	Q3	Q4	Total	Total
Number of Stage 1 Complaints	30	47	54	29	160	80
Number of Stage 2 complaints	6	2	10	6	24	8
Total	36	49	64	35	184	88

Figure 3: Excluded complaints 2024/25

Reason for Exclusion	Number of Exclusions
Not a Livin service or asset	45
Duplicate contact which is already being triaged via the complaints process	1
An issue which has already been through our complaints process	4
An issue where legal proceedings have started	3
Anonymous complaints with not enough information	3
Issues older than 12 months which the customer has not reported	2
Total	58

Figure 4: Quarterly breakdown of the 280 service requests received in 2024/25

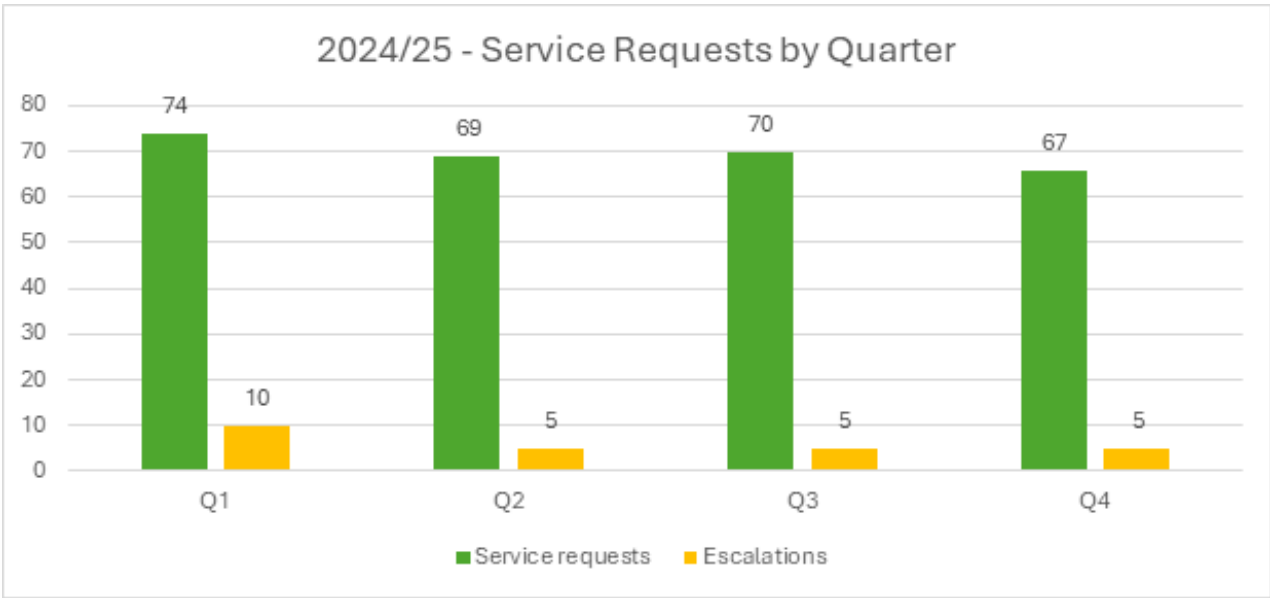


Figure 5: Upheld Stage 1 complaint themes (by complaint point) 2024/25

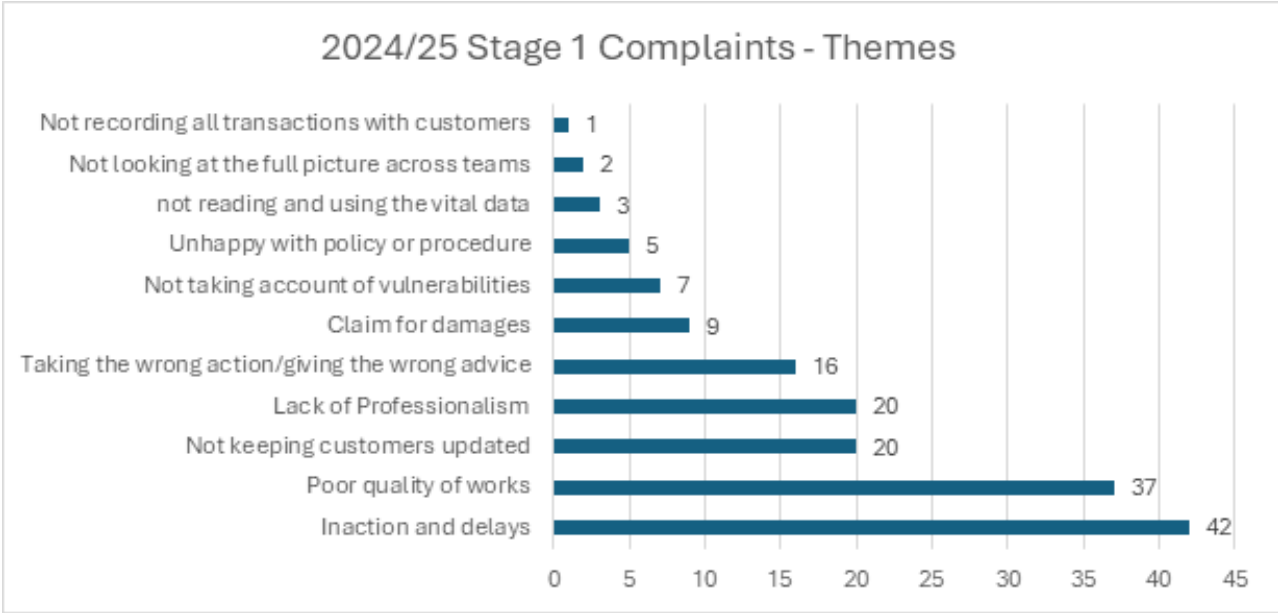


Figure 6: Breakdown of Stage 1 complaints points received in 2024/25 by service area

Department	Service Area	2024/25			
		Total	Department total	Upheld	Department Total
Housing Services	Aids and adaptations	3	49	1	20
	Allocations (DKO)	2		2	
	ASB Handling	15		4	
	Community Regeneration	2		1	
	Garages (lettings and management)	2		1	
	Letting (sign up)	4		3	
	Rent/Financial Inclusion	5		3	
	Tenancy Management	16		5	
Property Services	Asbestos	1	203	0	125
	Communal Cleaning	10		4	
	Damp and Mould (case or remedial work)	43		24	
	Electrical compliance (periodical safety checks)	1		0	
	Gas compliance (annual safety checks)	4		2	
	Open Spaces	8		6	
	Planned works (decent homes)	6		6	
	Recharge Appeal	1		1	
	Responsive Repairs Service	110		71	
	Tenant Alterations	2		0	
	Voids	17		11	
Customer Experience	Feedback	2	27	1	15
	Complaint Handling	9		5	
	Customer Services (FPOC)	15		8	
	Customer Voice/Engagement	1		1	
Development	Development	9	9	2	2
Total			288		162