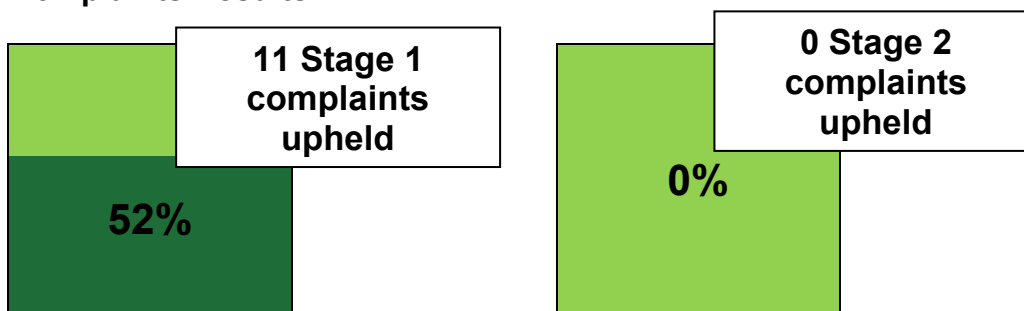


Between 1 April and 30 June 2021, the Association received 21 Stage 1 complaints and 2 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	19
Access to Housing and Support	0
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	1

Complaints relating to equalities	0
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Action taken to improve services

In response to several complaints regarding the grass cutting service, staff have been liaising with the contractor and are monitoring the situation accordingly.

Complaints responded to within timescales:

