**WBCIR:19986**

**1. The number of rental properties you maintain:** 3025

Please note that this includes Housing Revenue Account properties, Gypsy, Roma, Traveller (GRT) site accommodation, Specialist Housing (including specific temporary accommodation schemes), Local Housing Companies (WBC owned Housing Associations) and temporary accommodation.

 **2. Number and nature of complaints you get from tenant(s)**

Stage 1: 124

Stage 2: 30

Tenant Panel: 4

LGSCO: 4

Housing Ombudsman: 7

|  |  |
| --- | --- |
| **NATURE OF COMPLAINT** | **VOLUME** |
| **Decision** | 11 |
| **Inadequate communication** | 28 |
| **Lack of Action** | 36 |
| **Service delay/Inadequate Service** | 70 |
| **Staff conduct** | 22 |
| **Request for information** | 2 |

|  |  |
| --- | --- |
| **SERVICE TEAM** | **VOLUME** |
| **Asset Management** | 119 |
| **Housing Management** | 25 |
| **Housing Needs** | 13 |
| **Rental Income** | 4 |
| **Strategic Housing** | 4 |
| **Sheltered Housing**  | 2 |
| **Local Housing Companies (WBC owned housing associations)** | 6 |
| **Other** | 1 |

 **3. Time taken to resolve these tenant(s) complaints**Average number of working days to complete a complaint are:

Stage 1 for period 1st April 2024 to 31st March 2025: 11 working days (target is 10 working days)

Stage 2 for period 1st April 2024 to 31st March 2025: 19 working days (target is 20 working days)

 **4. Cost to resolve the tenant(s) complaints
The total identifiable costs associated with [e.g., external mediation services used for tenant disputes, or specific repair categories that frequently lead to complaints] for complaints resolved in the specified financial year.**

The Housing Team can provide details of how much compensation was offered to complainants during this period. However, we cannot provide the exact cost broken down by individual repairs etc, due to the complexity of each case and repair.

Total compensation offered across all complaints was £13,411.14.