



We are requesting data on the following:

1. The number of rental properties you maintain. 21,213
2. Number and nature of complaints you get from tenant(s)

A total of 924 stage 1 complaints were received. A total of 134 stage 2 complaints were received. Nature of complaint on spreadsheet. Please note that for stage 1 complaints the reason for complaints differs slightly to the number submitted. This detail is from an internal report that collects data from the 'assigned to service' date. 10 complaints have been re-assigned since submission and show as 2025/26 data on this report therefore are missing from the data submitted.
3. A breakdown of these formal tenant complaints by the primary subject category (e.g., repairs, anti-social behaviour, staff conduct, communication, estate management, rent/charges, etc.), including the number of complaints received per category. Please use your organisation's standard categorisation.

Please see spreadsheet for details
4. Please indicate if the complaint was for a private residential property, council home, or private sector lease.

All complaints are for Council tenants
5. Time taken to resolve these tenant(s) complaints
Unable to list each complaint with the time completed.
6. The average time taken (please specify if in working days or calendar days) to reach a formal resolution or closure for all tenant complaints that were closed/resolved during the specified financial year.

Average working days reported on spreadsheet. Please note that holding letters were issued for complaints that went over the target deadlines.
7. Cost to resolve the tenant(s) complaints

Cost of resolving tenant complaints is £22,350 at stage 1 and stage 2, further costs following a Housing Ombudsman investigation= £3345.00. Please note these costings only relate to the financial remedy that has been paid out as a result of complaints and does not cover wider costs such as staffing resource etc.
8. 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.

Information for specific complaints categories / themes can be found in the appended documents. Further information can be found in the annual complaints report here: [Complaints data](#). The next report is due to be published in October 2025.