

Housing Repairs Complaints Report for HCMT
Year End 2023/24 - 1st April 2023 to 31st March 2024)

Part 1: Repairs Complaints Received

Totals

	2023/24	%
Stage 0	46	30.7%
Stage 1	104	69.3%
Total	150	100%

Split by Service Area

Service Area	Stage 0	Stage 1	Total	%
Gas & Plumbing	18	41	59	39.3%
Planned Maintenance	3	6	9	6.0%
Reactive Repairs	23	57	80	53.3%
Voids	2	0	2	1.4%
Total	46	104	150	100%

Split by Theme

Theme	No. Received	%
Communication	9	6.0%
Failure to Resolve Issue	36	24.0%
Financial Issue	5	3.3%
General Estate / Maintenance Issue	1	0.7%
Health & Safety Issue	5	3.3%
Policy Issue	1	0.7%
Quality of Service Provided or Received	38	25.3%
Staff Conduct	9	6.0%
Time Taken to Resolve Issue	46	30.7%
Total	150	100%

Split by Service Area and Theme

Theme	G&P	PM	REP	Voids	Total
Communication	3	1	5	0	9

Failure	15	1	20	0	36
Financial	1	0	4	0	5
Gen Est	0	0	1	0	1
H&S	2	0	3	0	5
Policy	1	0	0	0	1
Quality	20	5	13	0	38
Staff Conduct	3	1	3	2	9
Time Taken	14	1	31	0	46
Total	59	9	80	2	150

Part 2: Repairs Complaints Sent Out

Total

	2023/24	%
Stage 0	45	28.5%
Stage 1	113	71.5%
Total	158	100%

Split by Service Area

Service Area	Stage 0	Stage 1	Total	%
Gas & Plumbing	17	44	61	38.6%
Planned Maintenance	3	6	9	5.7%
Reactive Repairs	23	62	85	53.8%
Voids	2	1	3	1.9%
Total	45	113	158	100%

Split by Theme

Theme	No. Received	%
Communication	9	5.7%
Failure to Resolve Issue	39	24.7%
Financial Issue	5	3.2%
General Estate / Maintenance Issue	1	0.6%
Health & Safety Issue	6	3.8%
Policy Issue	1	0.6%
Quality of Service Provided or Received	41	25.9%
Staff Conduct	9	5.7%
Time Taken to Resolve Issue	47	29.8%
Total	158	100%

Split by Service Area and Theme

Theme	G&P	PM	REP	Voids	Total
Communication	3	1	5	0	9
Failure	16	1	22	0	39
Financial	1	0	4	0	5
General Estate	0	0	1	0	1
Health & Safety	2	0	4	0	6
Policy	1	0	0	0	1
Quality of Service	21	5	14	1	41
Staff Conduct	3	1	3	2	9
Time Taken	14	1	32	0	47
Total	61	9	85	3	158

Split by Outcome

Outcome	Total	%
Upheld	101	63.9%
Partially Upheld	27	17.1%
Not Upheld	18	11.4%
No Outcome	5	3.2%
Multiple Outcomes	7	4.4%
Total	158	100%

Split by Timescale

Timescale	Total	%
In Timescale	94	59.5%
Over Timescale	64	40.5%
Total	158	100%