

Housing Repairs Complaints Report for HCMT Year End 2024/25 - 1st April 2024 to 31st March 2025)

This report covers Stage 1 complaints received for all areas of Property Services during the period 1st April 2024 to 31st March 2025. Stage 2s are recorded separately, as these are deemed to be an extension of the original complaint, so are not recorded again for reporting purposes.

Part 1: Repairs Complaints Received

Totals

	2024/25	%
Stage 0	1	0.3%
Stage 1	341	99.7%
Total	342	100%

For information, we received 22 requests for complaints to progress to Stage 2 during this period.

Part 2: Repairs Complaints Sent Out

Please Note: As with the Complaints Received, this information relates to complaints which were responded to at Stage 1, but does not include any which were escalated to Stage 2 as these would be a duplication of the original complaint.

These figures are not the same as for those received during the period, as some of the responses sent out were received during Q4 of the previous reporting year (2023/2024).

Total

	2024/25	%
Stage 0	1	0.4%
Stage 1	264	97.6%
Total	265	100%

For information, 13 responses were sent out to Stage 2 requests during this period.

Split by Outcome

Outcome	Total	%
Upheld	206	77.7%
Partially Upheld	19	7.2%
Not Upheld	20	7.5%
No Outcome	11	4.2%

Multiple Outcomes	9	3.4%
Total	265	100%

Split by Timescale

Timescale	Total	%
In Timescale	155	58.5%
Over Timescale	110	41.5%
Total	265	100%