

Breakdown of reasons for stage 2 complaints

| Themes | Charges | Complaint handling | Estate management | Home ownership | Property condition | Responsive repairs | Staff | Tenants behaviour | Total |
|-------------------------|----------|--------------------|-------------------|----------------|--------------------|--------------------|----------|-------------------|-----------|
| Do what we say | 0 | 4 | 11 | 0 | 7 | 6 | 0 | 4 | 32 |
| Listens and acts | 1 | 1 | 6 | 2 | 3 | 22 | 4 | 4 | 43 |
| Easy to deal | 1 | 0 | 2 | 1 | 1 | 3 | 1 | 1 | 10 |
| Keeping informed | 0 | 0 | 4 | 0 | 2 | 0 | 0 | 0 | 6 |
| Value for money | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Effective and efficient | 0 | 0 | 3 | 1 | 2 | 2 | 0 | 0 | 8 |
| Treat with respect | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Ease of contact | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Quality of home | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Total | 4 | 5 | 26 | 4 | 16 | 13 | 6 | 9 | 83 |