

Breakdown of reasons for stage 1 complaints

Themes	Charges	Complaint handling	Estate management	Home ownership	Property condition	Responsive repairs	Staff	Tenants behaviour	Total
Do what we say	0	1	25	2	19	51	5	4	107
Listens and acts	3	1	35	1	26	12	7	6	91
Easy to deal	1	0	9	2	14	7	4	0	37
Keeping informed	1	0	3	0	9	9	4	0	26
Value for money	2	0	0	0	0	0	0	0	2
Effective and efficient	0	0	0	1	8	3	0	1	13
Treat with respect	0	0	3	0	3	0	14	2	22
Ease of contact	0	0	1	0	2	2	0	0	5
Quality of home	0	0	1	0	2	2	0	0	5
Total	7	2	77	6	83	90	34	13	312