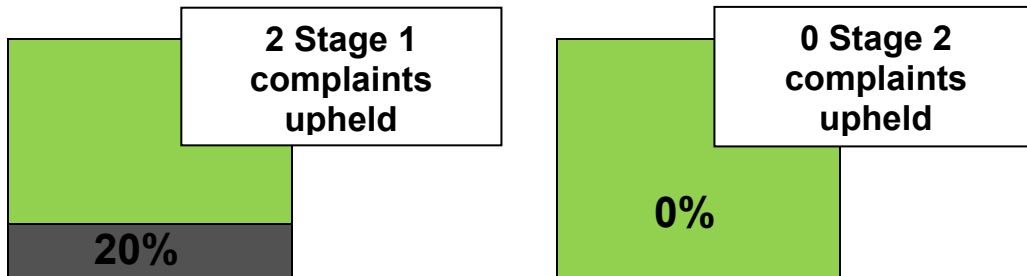


# HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 April and 30 June 2022, the Association received 10 Stage 1 complaints and 1 Stage 2 complaint.

## Complaints Results



At the time of writing the report the Stage 2 complaint was still being investigated, therefore it has yet to be confirmed whether it will be upheld.

## Complaints by nature of complaint

<b>Housing Quality &amp; Maintenance</b>	7
<b>Access to Housing and Support</b>	1
<b>Customer / Landlord Relationship</b>	0
<b>Getting good value from rents &amp; service charges</b>	1
<b>Neighbourhood and community</b>	2

<b>Complaints relating to equalities</b>	0
--	---

## Action taken to improve services

Both of the complaints upheld were in relation to the landscape maintenance contract. Committee will be aware that the Association now has another contractor in place who is working through the contract and any backlog.

## Complaints responded to within timescales:

