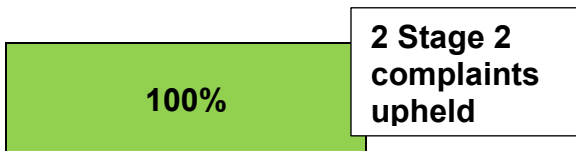
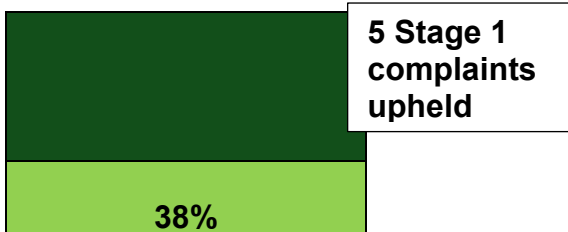


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 July and 30 September 2024, the Association received 13 Stage 1 complaints and 2 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	10
Access to Housing and Support	0
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	0

Complaints relating to equalities	0
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Action taken to improve services

The upheld complaints were related to minor issues with repair works, some delays in works being instructed and issues regarding the landscape maintenance contract. One also related to incorrect information given regarding rent arrears. All such instances continue to be monitored and further training given regarding advice on rent accounts.

The two stage 2 complaints were initially Stage 1 complaints which were escalated to stage 2 and are not separate complaints.

Complaints responded to within timescales:

