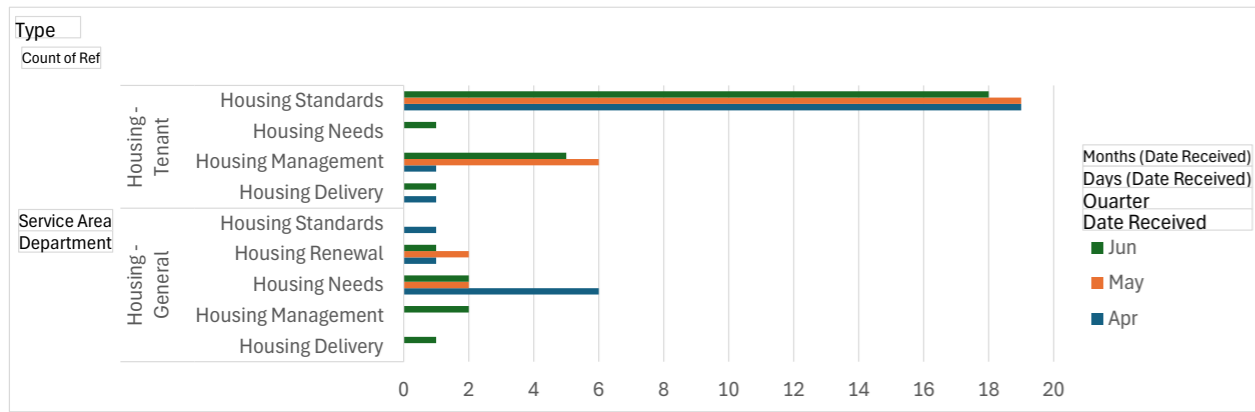


Housing Complaints Handling Dashboard

Date of Report: Q1 2025/26

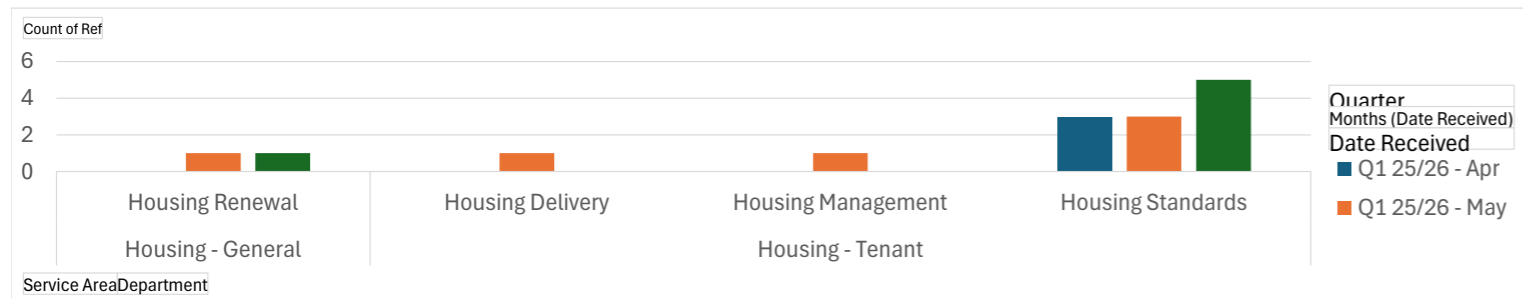
New Stage One Complaints Received in month

Type	Stage 1				
Count of Ref	Column Labels				
Row Labels	Apr	May	Jun	Grand Total	
<b>Housing - General</b>	8		4	6	18
Housing Delivery				1	1
Housing Management				2	2
Housing Needs	6		2	2	10
Housing Renewal	1		2	1	4
Housing Standards	1				1
<b>Housing - Tenant</b>	21		25	25	71
Housing Delivery	1			1	2
Housing Management	1		6	5	12
Housing Needs				1	1
Housing Standards	19		19	18	56
<b>Grand Total</b>	<b>29</b>		<b>29</b>	<b>31</b>	<b>89</b>



New Stage Two Complaints Received in month

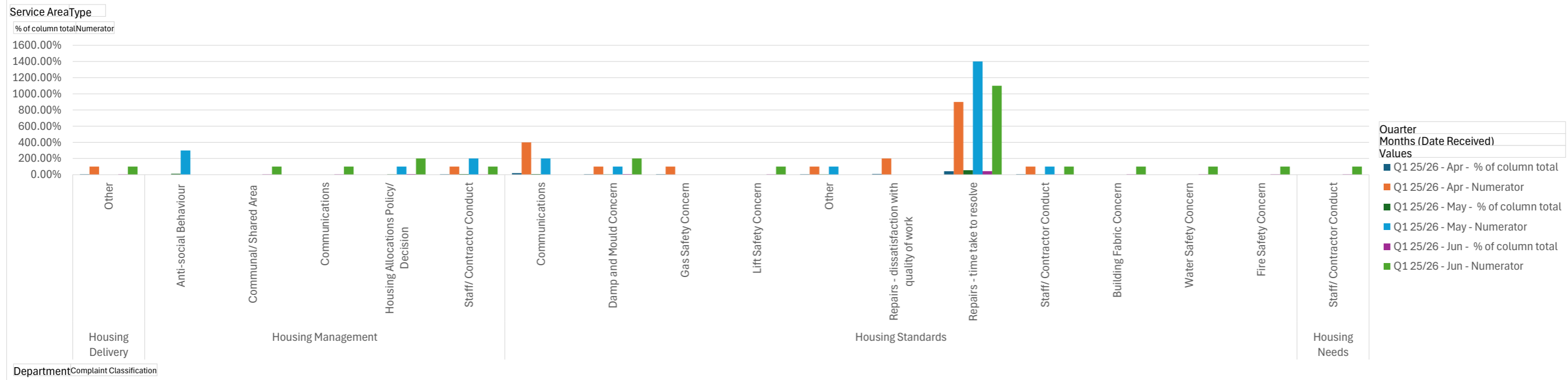
Count of Ref	Column Labels				
Row Labels	Q1 25/26	May	Jun	Q1 25/26 Total	Grand Total
Service Area	Apr				
<b>Housing - General</b>			1	1	2
Housing Renewal			1	1	2
<b>Housing - Tenant</b>	3		5	5	13
Housing Delivery			1	1	1
Housing Management			1	1	1
Housing Standards	3		3	5	11
<b>Grand Total</b>	<b>3</b>		<b>6</b>	<b>6</b>	<b>15</b>



Stage One Tenant Complaints by Complaint Classification

Service Area: Housing - Tenant  
 Type: Stage 1

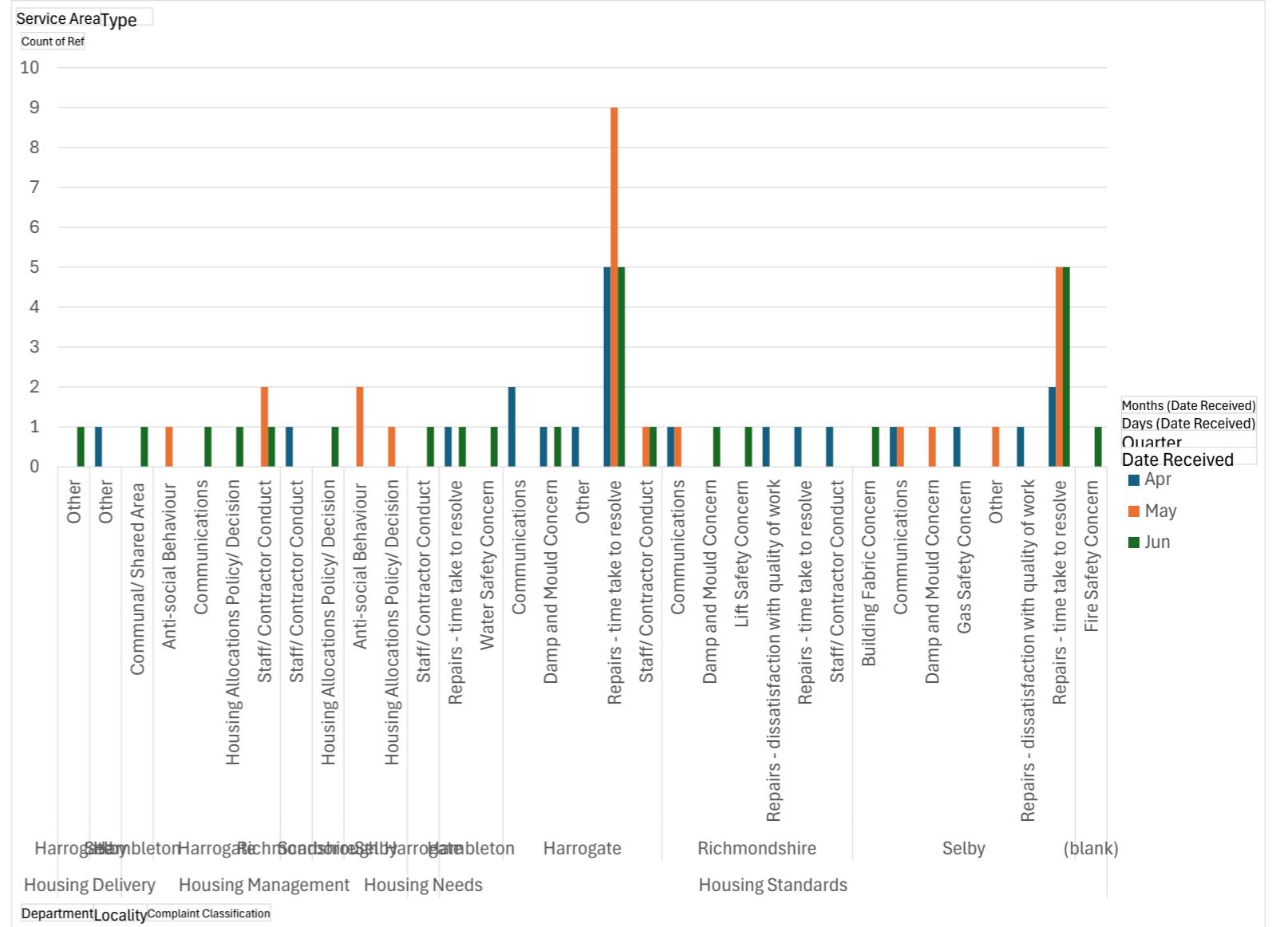
Row Labels	Column Labels						Q1 25/26 % of column total	Q1 25/26 Numerator	Total % of column total	Total Numerator
	Q1 25/26 Apr		Q1 25/26 May		Q1 25/26 Jun					
	% of column total	Numerator	% of column total	Numerator	% of column total	Numerator				
<b>Housing Delivery</b>	4.76%	1	0.00%	0	4.00%	1	2.82%	2	2.82%	2
Other	4.76%	1	0.00%	0	4.00%	1	2.82%	2	2.82%	2
<b>Housing Management</b>	4.76%	1	24.00%	6	20.00%	5	16.90%	12	16.90%	12
Anti-social Behaviour	0.00%	0	12.00%	3	0.00%	0	4.23%	3	4.23%	3
Communal/ Shared Area	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
Communications	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
Housing Allocations Policy/ Decision	0.00%	0	4.00%	1	8.00%	2	4.23%	3	4.23%	3
Staff/ Contractor Conduct	4.76%	1	8.00%	2	4.00%	1	5.63%	4	5.63%	4
<b>Housing Standards</b>	90.48%	19	76.00%	19	72.00%	18	78.87%	56	78.87%	56
Communications	19.05%	4	8.00%	2	0.00%	0	8.45%	6	8.45%	6
Damp and Mould Concern	4.76%	1	4.00%	1	8.00%	2	5.63%	4	5.63%	4
Gas Safety Concern	4.76%	1	0.00%	0	0.00%	0	1.41%	1	1.41%	1
Lift Safety Concern	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
Other	4.76%	1	4.00%	1	0.00%	0	2.82%	2	2.82%	2
Repairs - dissatisfaction with quality of work	9.52%	2	0.00%	0	0.00%	0	2.82%	2	2.82%	2
Repairs - time take to resolve	42.86%	9	56.00%	14	44.00%	11	47.89%	34	47.89%	34
Staff/ Contractor Conduct	4.76%	1	4.00%	1	4.00%	1	4.23%	3	4.23%	3
Building Fabric Concern	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
Water Safety Concern	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
Fire Safety Concern	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
<b>Housing Needs</b>	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
Staff/ Contractor Conduct	0.00%	0	0.00%	0	4.00%	1	1.41%	1	1.41%	1
<b>Grand Total</b>	<b>100.00%</b>		<b>21</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>71</b>	<b>100.00%</b>



Stage One Tenant Complaints by Locality and Classification

Service Area (Multiple Items)  
Type Stage 1

Count of Ref	Column Labels	May	Jun	Grand Total
Row Labels	Apr			
<b>Housing Delivery</b>		<b>1</b>		<b>2</b>
<b>Harrogate</b>				<b>1</b>
Other				1
<b>Selby</b>	<b>1</b>			<b>1</b>
Other	1			1
<b>Housing Management</b>	<b>1</b>		<b>6</b>	<b>5</b>
<b>Hambleton</b>				<b>1</b>
Communal/ Shared Area				1
<b>Harrogate</b>			<b>3</b>	<b>6</b>
Anti-social Behaviour			1	1
Communications				1
Housing Allocations Policy/ Decision				1
Staff/ Contractor Conduct			2	3
<b>Richmondshire</b>	<b>1</b>			<b>1</b>
Staff/ Contractor Conduct	1			1
<b>Scarborough</b>				<b>1</b>
Housing Allocations Policy/ Decision				1
<b>Selby</b>			<b>3</b>	<b>3</b>
Anti-social Behaviour			2	2
Housing Allocations Policy/ Decision			1	1
<b>Housing Needs</b>				<b>1</b>
<b>Harrogate</b>				<b>1</b>
Staff/ Contractor Conduct				1
<b>Housing Standards</b>	<b>19</b>		<b>19</b>	<b>18</b>
<b>Hambleton</b>	<b>1</b>			<b>2</b>
Repairs - time take to resolve	1			1
Water Safety Concern				1
<b>Harrogate</b>	<b>9</b>		<b>10</b>	<b>7</b>
Communications	2			2
Damp and Mould Concern	1			1
Other	1			1
Repairs - time take to resolve	5		9	5
Staff/ Contractor Conduct			1	1
<b>Richmondshire</b>	<b>4</b>		<b>1</b>	<b>2</b>
Communications	1			1
Damp and Mould Concern				1
Lift Safety Concern				1
Repairs - dissatisfaction with quali	1			1
Repairs - time take to resolve	1			1
Staff/ Contractor Conduct	1			1
<b>Selby</b>	<b>5</b>		<b>8</b>	<b>6</b>
Building Fabric Concern				1
Communications	1		1	2
Damp and Mould Concern			1	1
Gas Safety Concern	1			1
Other			1	1
Repairs - dissatisfaction with quali	1			1
Repairs - time take to resolve	2		5	5
<b>(blank)</b>				<b>1</b>
Fire Safety Concern				1
<b>Grand Total</b>	<b>21</b>		<b>25</b>	<b>25</b>
				<b>71</b>



Count of Stage One Complaints closed in month on time

Service Area	Housing - Tenant
Type	Stage 1
Status	Closed

Row Labels	Column Labels		Apr		May		Jun		Total Count of Ref	Total Count of Ref2
	Count of Ref	Count of Ref2	Count of Ref	Count of Ref2	Count of Ref	Count of Ref2				
N		1	6.67%	5	18.52%	3	15.79%	9	14.75%	
Y		14	93.33%	22	81.48%	16	84.21%	52	85.25%	
<b>Grand Total</b>		<b>15</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>19</b>	<b>100.00%</b>	<b>61</b>	<b>100.00%</b>	

Count of Stage One Complaints Outcomes of those closed in month

Service Area	Housing - Tenant
Type	Stage 1
Status	Closed

Row Labels	Column Labels		Apr		May		Jun		Total Count	Total %
	Count	%	Count	%	Count	%				
Upheld	9	60.00%	13	48.15%	9	47.37%	31	50.82%		
Partly Upheld	2	13.33%	1	3.70%	3	15.79%	6	9.84%		
Not Upheld	4	26.67%	10	37.04%	4	21.05%	18	29.51%		
Not Pursued / Investigated	0	0.00%	1	3.70%	3	15.79%	4	6.56%		
N/A	0	0.00%	2	7.41%	0	0.00%	2	3.28%		
<b>Grand Total</b>	<b>15</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>19</b>	<b>100.00%</b>	<b>61</b>	<b>100.00%</b>		

