

Complaints By Category & Sub Category

Complaint Category	Complaint Sub Category	Process Type Complaints	Total
Day to Day Maintenance	Appointment not Kept	222	222
	Compensation Delay	4	4
	Conduct of Contractor	44	44
	Contractor Communication Failure	24	24
	Delay in Completing Works	268	268
	Diagnosis of Surveyor	3	3
	Other	47	47
	Out of Hours Service	5	5
	Quality of Work	55	55
	Work not Complete	25	25
Day to Day Maintenance Sub Total		697	697
Defects	Defects Case Escalation	2	2
	Delay in Completing Works	3	3
	Other	3	3
	Work not Complete	2	2
Defects Sub Total		10	10
Estate Services	All Estate Services	1	1
	Cleaning	4	4
	Conduct of Contractor	1	1
	Grounds Maintenance	3	3
	Other	1	1
Estate Services Sub Total		10	10
General Service	Challenge to Policy or Procedure	3	3
	Communication Failure	15	15
	Other	2	2
	Quality of Service	6	6
	Staff Conduct	6	6
General Service Sub Total		32	32
Homebuy Equity Loan / FTBI	Application/Enquiry	2	2
	Other	3	3
Homebuy Equity Loan / FTBI Sub Total		5	5
Lettings & Allocations	Application/Moving on Process	1	1
	Assignments, Successions & Name Changes	1	1
Lettings & Allocations Sub Total		2	2
Management Services	Condition of Estate	1	1
	Managing Agent Failure	2	2
	Nuisance & Anti-social Behaviour	5	5
	Other	9	9
	Tenancy/Lease Management	2	2
Management Services Sub Total		19	19
Money Matters	Arrears Management	2	2
	Refunds	2	2
	Resident Recharge	1	1
	Service Charge Increase/Breakdown	17	17
Money Matters Sub Total		22	22
Moving Home	Condition of property	1	1
	Moving process	1	1
Moving Home Sub Total		2	2
Planned & Cyclical Maintenance	Appointment not Kept	5	5
	Conduct of Contractor	3	3
	Delay in Completing Works	2	2
	Other	7	7
	Out of Hours Service	1	1
	Quality of Work	2	2
Planned & Cyclical Maintenance Sub Total		21	21
Resales / Staircasing	Legal & Progression	1	1
RTA & RTB Buying / Selling Process	Other	1	1
Total		822	822