

Complaints 2025/26

There were 10 complaints received from residents in 2025/26. Our aim is to have a complaints process that is clear, simple, accessible and ensures that complaints are resolved promptly, politely and fairly. As a landlord we want to set out what went wrong, acknowledge it, take responsibility for it, amend our policies, procedures and practices so that we can put things right and prevent them happening again.

10

4 COMPLAINTS

Responsive Repairs

There was a delay in LRHA responding and instructing the approved contractor to complete the quoted works

Faulty electrical socket

Bathroom leak - Water damage to carpet

Removal of tree and shrubs from a communal raised bed and the removal of the raised bed itself

2 COMPLAINTS

Approved Contractors

Approved contractors conduct, entering rear garden without invitation

Approved contractors conduct, entering resident's home without clear invitation

1 COMPLAINT

Housing Disrepair

The resident raised concerns regarding damp and mould within the property and submitted a Housing Disrepair Claim, alleging that the landlord had failed to meet its statutory repairing obligations

1 COMPLAINT

Illegal Substances

Resident's alleged use of illegal substances in an LRHA home, Complainant wanted it to be registered as a complaint.

1 COMPLAINT

Planned Maintenance

Information clarified to a Shared Owner of their responsibility for repairs and maintenance of the main heating system of the home

1 COMPLAINT

Staff

Miscommunication

