

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

01 January 2026 – 31 March 2026

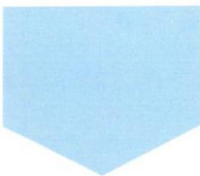
Registered Society under the Co-operative and Community Benefit Societies Act 2014: Reg. No 1941R(S)

Registered as a Scottish Charity: Reg. No. (SC042523)

Registered with the Scottish Housing Regulator: Social Landlord No. 202

Registered under the Property Factors (Scotland) Act 2011: Reg. No. PF000275





COMPLAINTS DATA

Background

The Association undertakes an analysis of all complaints received on a quarterly basis in order to identify whether any service failures occurred and ascertain whether there is an opportunity to improve performance in the provision of its services.

The Complaints

One complaint was received during the quarterly period of January - March. This complaint was in relation to damaged floor coverings.

Action Taken

Damaged Floor Coverings

- The tenant raised concerns about damage to the bathroom floor, which was caused by a toilet leak that had been reported but not resolved for several months. However, this complaint was not upheld, as the investigation found that all repairs were completed within reasonable timescales.

Analysis

As the Association has 964 properties, the one complaint received this quarter represents 0.1% of its housing stock and the complaint did not relate to an equality issue. With respect to stock type, the complaint was from a Tenant.

Overall Complaints 1 January 2026 – 31 March 2026 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Damaged Floor Coverings	Property Services	1	0
Total		1	0

Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Damaged Floor Coverings	0	0	0	1
Total	0	0	0	1

Stage 1 Frontline Resolution

Complaint Area	No. of Complaints	Resolved Within Target (5 Working Days)	Outwith Target	% Within Target	% Outwith Target
Damaged Floor Coverings	1	0	1	0	100
Total	1	0	1	0	100

