

# LANARKSHIRE HOUSING ASSOCIATION

## QUARTERLY COMPLAINTS MONITORING

01 October 2025 – 31 December 2025

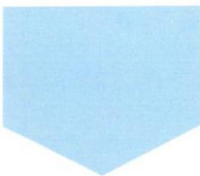
Registered Society under the Co-operative and Community Benefit Societies Act 2014: Reg. No 1941R(S)

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 October - December. This complaint was in relation to storage heating, kitchen and bathroom ceiling repairs.

### Action Taken

#### Electric Storage heating, Standard of Property and Repairs

- The tenant expressed dissatisfaction with several issues including the electrical storage heating, standard of property, repairs to a carpet and a damaged window blind. Following investigation, a home visit was carried out. It was mutually agreed that the identified repairs would be progressed in the new year to address the concerns and that completion would be monitored. The complaint was resolved to the tenant's satisfaction.

### Analysis

As the Association has 965 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 October 2025 – 31 December 2025 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Electric Storage Heating. Standard of Property and Repairs	Property Services	1	0
<b>Total</b>		<b>1</b>	<b>0</b>

## Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Electric Storage Heating. Standard of Property and Repairs	1	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Stage 2 Investigation

Complaint Area	No. of Complaints	Acknowledged Within Target (3 Working days)	Resolved Within Target (20 Working Days)	Outwith Target	% Within Target	% Outwith Target
Electric Storage Heating. Standard of Property and Repairs	1	1	1	0	100	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>100</b>	<b>0</b>

