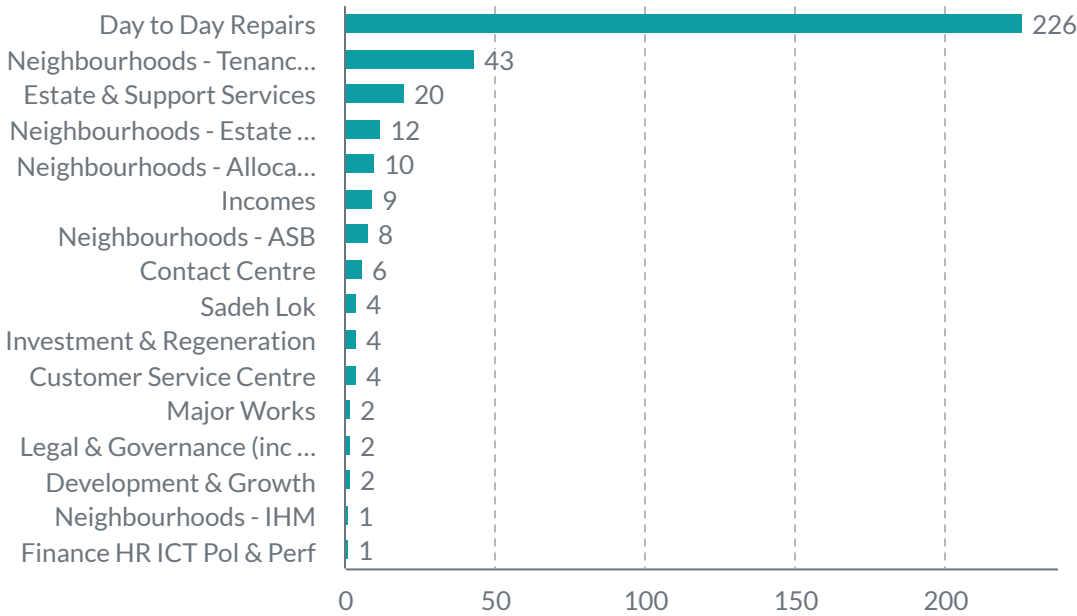


Incommunities

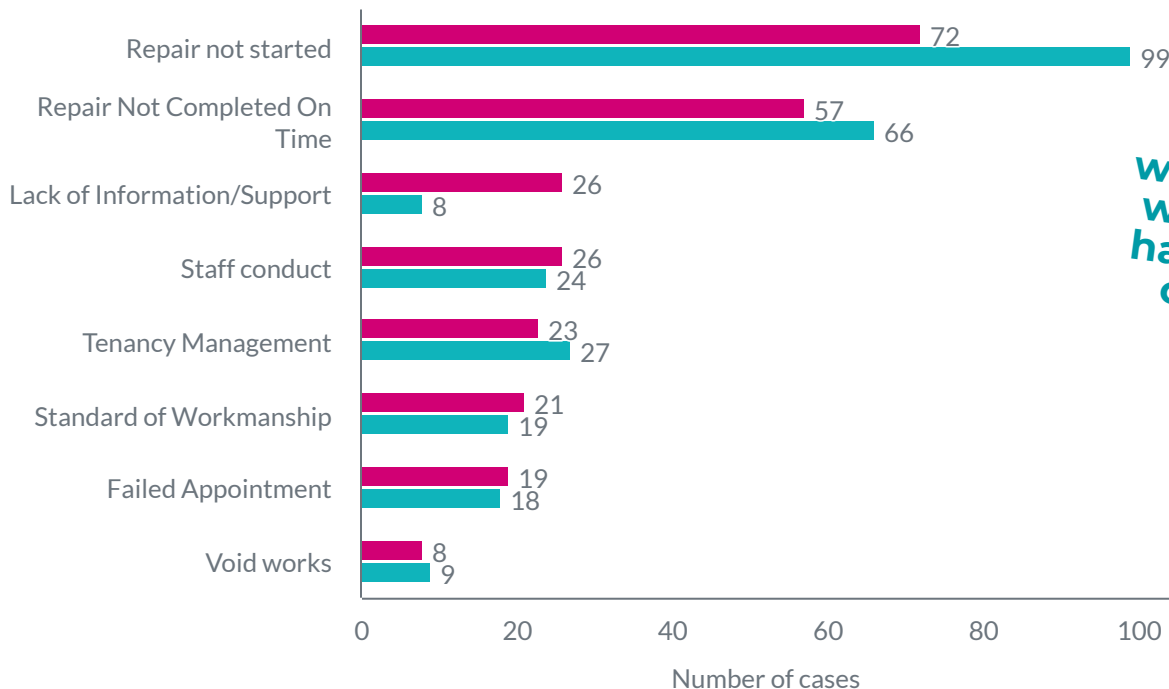
Complaints Quarter 2 - July 2021 to September 2021



During quarter 2 we received 357 complaints ▼ 16%



Top reasons for a complaint

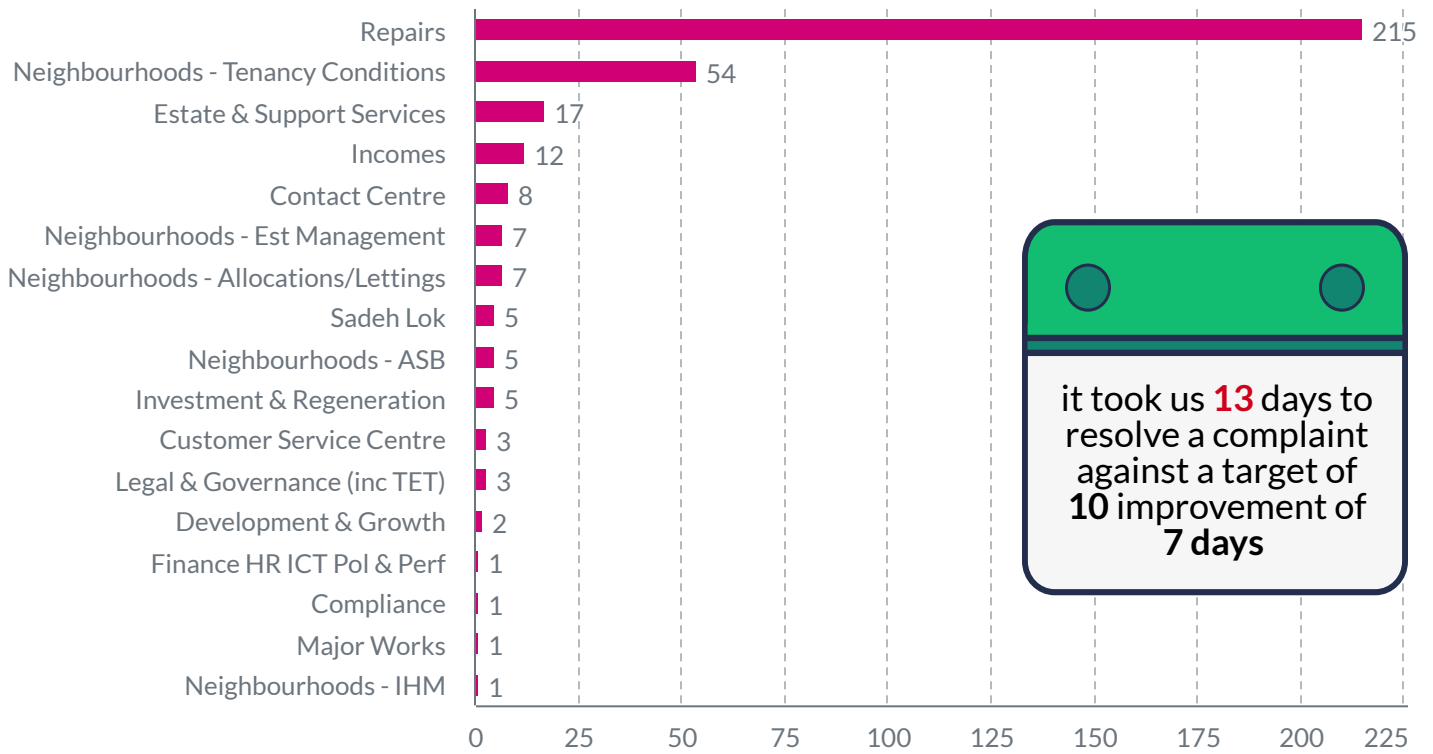


73% of customers were satisfied with how we handled their complaint



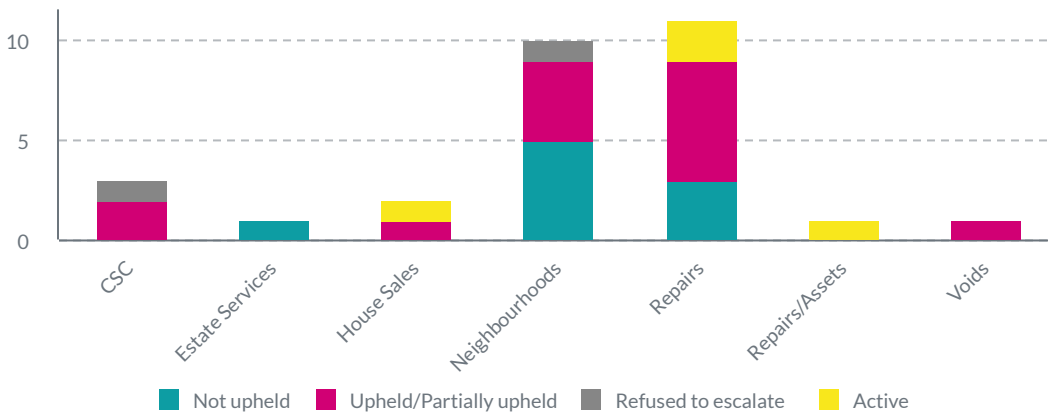
■ QTR 2 ■ QTR 1

Quarter 2 - closed 347 complaints



it took us **13** days to resolve a complaint against a target of **10** improvement of **7** days

QTR 2 - Stage 2 complaints by service



29 complaints escalated to stage 2
▲ **115%**

Actions are we taking to improve the customer experience

- We are using equipment to monitor damp in homes
- We have reviewed our scheduling arrangements
- We are ensuring that customers are aware of dates that have to be rescheduled
- We are ensuring that the length of time given to complete a repair is accurate
- We are reviewing our personal indicator policy to ensure it is fit for purpose and is being met
- We are reviewing how blue flags are acted upon at the time of a service request
- We are hosting a series of letter workshops

