

Case Title	Date Received	Date of incident	Service Area	Status Reason	Date Escalated to Stage 1	Date Escalated to Stage 2	Stage 1 Response Due	Stage 1 Response sent	Stage 2 response due	Stage 2 response sent	Complaint
CAS-05975 - Complaint - Housing - Appointment - Missed appointment, tenant at home	04/01/2024	04/01/2024	Housing repairs	Case Closed	05/01/2024		19/01/2024	15/01/2024			Bathroom light.
CAS-06000 - Complaint - Housing - Quality of Service - Problem not rectified	09/01/2024		Housing repairs	Case Closed	10/01/2024		24/01/2024	23/01/2024			Bathroom leak.
CAS-06063 - Complaint - Housing - Quality of Service - Problem not rectified	17/01/2024		Housing repairs	Case Closed	17/01/2024		31/01/2024	31/01/2024			Noisy pipework.
CAS-06095 - Complaint - Housing -	20/01/2024	15/05/2021	Housing repairs	Case Closed	22/01/2024		12/02/2024	12/02/2024	10/01/2025	08/01/2025	Bathroom mould.
CAS-06163 - Complaint - Housing -	28/01/2024	24/01/2024	Housing repairs	Case Closed	31/01/2024		14/02/2024	13/02/2024			Bathroom toilet and shower.
CAS-06185 - Complaint - Housing -	31/01/2024	02/11/2023	Housing repairs	Case Closed	31/01/2024		14/02/2024	14/02/2024			Bathroom mould.
CAS-06189 - Complaint - Housing -	31/01/2024	31/01/2024	Housing repairs	Case Closed	01/02/2024		15/02/2024	15/02/2024			Bathroom leak.
CAS-06218 - Complaint - Housing -	05/02/2024	02/02/2024	Housing repairs	Case Closed	05/02/2024		19/02/2024	15/02/2024			Bathroom tiling job.
CAS-06367 - Complaint - Housing -	21/02/2024	11/12/2023	Housing repairs	Case Closed							Bathroom mould.
CAS-06383 - Complaint - Housing -	22/02/2024	22/02/2024	Housing repairs	Case Closed	22/02/2024		11/03/2024	26/03/2024			Bathroom toilet.
CAS-06539 - Complaint - Housing -	19/03/2024	19/03/2024	Housing repairs	Case Closed	28/03/2024			27/02/2023	25/04/2024	26/04/2024	Bathroom tiling.
CAS-06674 - Complaint - Housing -	28/03/2024	12/10/2023	Housing repairs	Case Closed	28/03/2024		18/04/2024	18/04/2024			Bathroom mould.
CAS-06748 - Complaint - Housing -	07/04/2024	06/04/2024	Housing repairs	Case Closed	08/04/2024		29/04/2024	23/04/2024			Bathroom leak.
CAS-06869 - Complaint - Housing - Quality of Service - Expectations not managed effectively / from the outset	17/04/2024		Housing repairs	Case Closed	18/04/2024		02/05/2024	02/05/2024			Bathroom light.
CAS-06880 - Complaint - Housing -	17/04/2024	16/04/2024	Housing repairs	Case Closed	18/04/2024		02/05/2024	02/05/2024			Bathroom mould.
CAS-06883 - Complaint - Housing -	17/04/2024	16/04/2024	Housing repairs	Case Closed	17/04/2024		01/05/2024	02/05/2024			Bathroom condition.
CAS-06892 - Complaint - Housing - Quality of Service - Expectations not managed effectively / from the outset	19/04/2024		Housing repairs	Case Closed	19/04/2024		03/05/2024	02/05/2024			Bathroom - drainage.
CAS-06926 - Complaint - Housing - Policy/procedure/ legislation - Disagreement with policy/responsibility dispute	22/04/2024		Housing repairs	Case Closed	21/04/2024		05/05/2024		26/06/2024	21/06/2024	Bathroom door.
CAS-07040 - Complaint - Housing -	01/05/2024	09/01/2024	Housing repairs	Case Closed	02/05/2024		16/05/2024	24/05/2024			Bathroom leak.
CAS-07152 - Complaint - Housing -	14/05/2024	13/05/2024	Housing repairs	Case Closed	15/05/2024		30/05/2024	30/05/2024			Bathroom damp.
CAS-07214 - Complaint - Housing -	22/05/2024	24/02/2024	Housing repairs	Case Closed	22/05/2024		06/06/2024	05/06/2024	03/07/2024	20/06/2024	Bathroom damp.
CAS-07270 - Complaint - Housing -	27/05/2024		Housing repairs	Case Closed							Bathroom condition.
CAS-07273 - Complaint - Housing -	28/05/2024	24/05/2024	Housing repairs	Case Closed							Bathroom condition.
CAS-07378 - Complaint - Housing -	05/06/2024	24/02/2024	Housing repairs	Case Closed							Bathroom damp.
CAS-07401 - Complaint - Housing - Premises - Faulty or substandard equipment	06/06/2024		Housing repairs	Case Closed	09/06/2024		19/06/2024	26/06/2024			Bathroom - floorboards.
CAS-07404 - Complaint - Housing -	07/06/2024	05/06/2024	Housing repairs	Case Closed			20/06/2024	12/06/2024			Bathroom replacement.
CAS-07425 - Complaint - Housing -	09/06/2024	31/10/2023	Housing repairs	Case Closed	09/06/2024		02/07/2024	30/06/2024			Bathroom leak.
CAS-07595 - Complaint - Housing -	24/06/2024	24/03/2024	Housing repairs	Case Closed	24/06/2024		08/07/2024	08/07/2024			Bathroom leak.
CAS-07724 - Complaint - Housing -	05/07/2024	29/06/2024	Housing repairs	Case Closed	08/07/2024		05/08/2024	05/08/2024			Bathroom leak.
CAS-07821 - Complaint - Housing -	16/07/2024	01/01/2022	Housing repairs	Case Closed							Bathroom leak.
CAS-07937 - Complaint - Housing - Quality of Service - Additional damage caused	28/07/2024		Housing repairs	Case Closed	28/07/2024		11/08/2024	06/08/2024			Bathroom drainage.
CAS-08190 - Complaint - Housing -	22/08/2024	20/08/2024	Housing repairs	Case Closed	22/08/2024		05/09/2024	25/09/2024			Bathroom damp.
CAS-08202 - Complaint - excluding housing -	22/08/2024	08/02/2024	Housing repairs	Case Closed	05/09/2024		19/09/2024	24/09/2024	12/11/2024	12/11/2024	Bathroom radiators.
CAS-08219 - Complaint - Housing -	24/08/2024	28/12/2023	Housing repairs	Case Closed	28/08/2024		11/09/2024	13/09/2024	11/11/2024	11/11/2024	Bathroom damp.
CAS-08696 - Complaint - Housing -	14/10/2024	13/10/2024	Housing repairs	Case Closed	14/10/2024		29/10/2024	23/10/2024			Bathroom leak and radiator replacement.
CAS-08733 - Complaint - Housing -	17/10/2024	13/10/2024	Housing repairs	Case Closed							Bathroom leak.
CAS-08822 - Complaint - Housing - Quality of Service - Expectations not managed effectively / from the outset	28/10/2024	28/10/2024	Housing repairs	Case Closed	29/10/2024		12/11/2024	11/11/2024			Bathroom leak.
CAS-08868 - Complaint - Housing - Appointment - appointment change/ cancellation at short or no notice	31/10/2024		Housing repairs	Case Closed	01/11/2024		15/11/2024	18/11/2024	23/01/2025	20/01/2025	Bathroom adaptation.
CAS-08999 - Complaint - excluding housing -	12/11/2024	12/11/2024	Housing repairs	Case Closed	13/11/2024		27/11/2024	27/11/2024			Bathroom damp.

CAS-09021 - Complaint - Housing -	14/11/2024	14/11/2024	Housing repairs	Case Closed	15/11/2024	28/11/2024	04/12/2024	Bathroom leak.
CAS-09088 - Complaint - Housing - Quality of Service - Problem not rectified	21/11/2024		Housing repairs	Case Closed	22/11/2024	06/12/2024	19/12/2024	Bathroom - pests.
CAS-09087 - Complaint - Housing - Quality of Service -Service expectation not met, not done correctly	21/11/2024		Housing repairs	Case Closed	21/11/2024	05/12/2024	05/12/2024	Bathroom tiles.
CAS-09105 - Complaint - Housing -	23/11/2024	21/10/2022	Housing repairs	Case Closed				Bathroom damp.
CAS-09137 - Complaint - Housing -	26/11/2024		Housing repairs	Case Closed	27/11/2024	11/12/2024	10/12/2024	Bathroom mould.
CAS-09206 - Complaint - Housing -	04/12/2024	06/11/2024	Housing repairs	Case Closed	06/12/2024	20/12/2024	15/01/2025	Bathroom mould.
CAS-09236 - Complaint - Housing - Quality of Service - Problem not rectified	08/12/2024		Housing repairs	Case Closed	11/12/2024			Bathroom leak.
CAS-09279 - Complaint - Housing - Quality of Service - Problem not rectified	10/12/2024		Housing repairs	Case Closed	10/12/2024	31/12/2024	31/12/2024	Bathroom leak.