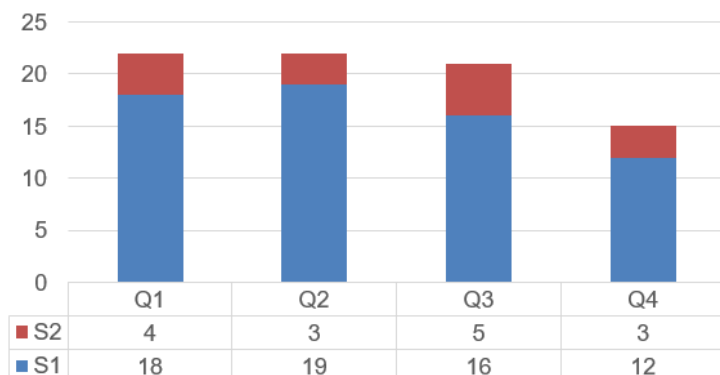


Section 1: Complaint Volumes & Complaints Refused

Complaint Volumes by Quarter & Stage



Complaints

80

+ 40

On last year

Stage 1

65

+ 28

On last year

81.3%
Of all

Stage 2

15

+ 12

On last year

18.7%
Of all

Complaint outcomes by Stage

Stage 1

78.5%
Upheld

21.5%
Not upheld

Stage 2

80%
Upheld

20%
Not upheld

Refused

4

+ 2

On last year

Complaints Responded on Time

Stage 1

100%
On Time

Stage 2

100%
On Time

1.1 The tables above illustrate the trend of the 80 complaints handled during 2025-2026, for Leazes Homes, including all tenures. Complaints increased by 40 on last year. As Karbon commenced with Leazes in June 2024 this is not completely like for like, whilst still an increase.

1.2 There were 65 (81.3%) Stage 1 complaints, up 28 on last year. There were 15 (18.7%) Stage 2 complaints, up 12 on last year. This escalation to Stage 2 is behind the reported national 22% average.

1.3 We upheld or partly upheld 78.5% Stage 1 and 80% Stage 2 complaints.

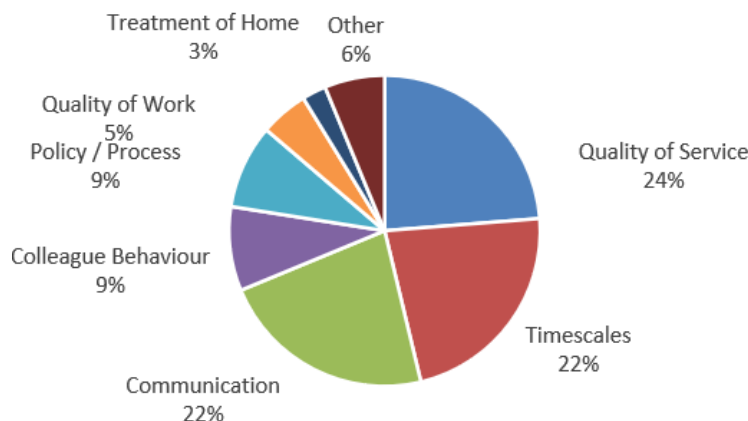
1.4 100% were responded to on time. An improvement from 97.4% last year.

1.5 Our Complaints Policy outlines matters we may refuse to hear as a complaint. In 2025/26 4 complaints were refused. One related to a service request for a repair, another included where court proceedings were underway, another for a service provided by another organisation and the last for a matter over 12 months ago. All were refused in line with our Complaints Policy and the Housing Ombudsman Complaint Code.

1.6 There were no complaints escalated to the Housing Ombudsman.

Section 2: Reasons, Service Areas & Compensation

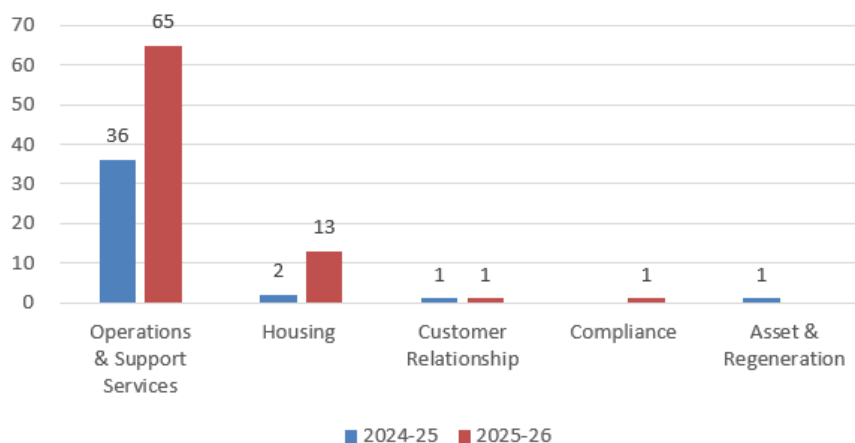
Complaint Reasons



2.1 Quality of Service represented 19 (24%) of all complaints. This was an increase of 9 on last year.

2.2 Timescales and Communication are joint 2nd largest proportion of complaints, with 18 cases each (22%). Timescales volumes are comparable to last year's 17, whilst Communication increased from 4 last year.

Complaints by Service Area, by Year



2.3 Complaints are most commonly for Operations and Support Services with 81%, followed by Housing with 16%. Both increased on prior year.

2.4 Responsive Repairs accounted for 55% of Operations and Support Services cases and 26% for Appointments.

2.5 Compensation was offered to 46 customers, with a total value of £11,717 and average value of £255. This includes £7,865 at Stage 1 and £3,852 at Stage 2. With average values of £231 at Stage 1 and £321 at Stage).

Section 3: Learnings & Service Improvements & Compliments

3.1 Reducing the wait time for repairs

Feedback: The highest volume of complaints last year was the wait time for repairs.

Action: Following an intensive repairs recovery plan last year, we continued to work on reducing the wait time for repairs this year.

Impact: This is no longer the largest reason for complaints.

3.2 Management of complex repairs

Feedback: Repairs complaints highlighted a negative experience for customers who required complex repairs, often involving multiple contractors.

Action: The Major Works team was introduced to manage repairs that involved communication and co-ordination with multiple contractors and the customer. The major works manager oversees all repairs of this nature through to completion.

Impact: We have seen a reduction in complaints related to complex repairs when managed by the Major Works team.

3.3 Increase in Stage 2 complaints

Feedback: We saw an increase in escalations to Stage 2.

Action: We delivered intensive support for colleagues with above average escalation rates. We looked at service areas with higher escalations and found they were less likely to be upheld at Stage 1.

Impact: Stage 2 escalations have plateaued and now benchmarks below the National average reported by Housemark.

3.4 Improving Complaint Response timescales & Service Consistency

Feedback: Feedback indicated response timescales and consistency could improve.

Action: A dedicated Complaint Team was established. This introduced consistent decision making and proactive management of timescales, shared learning from complaints, plus ongoing focus to improve complaint handling quality. The Compensation and Goodwill policy was updated, providing clearer guidance. The new dedicated Complaint Team now leads the calculation of complaint compensation, to enable a more consistent approach.

Impact: Response times improved to 100% on time, there is a greater consistency, in how complaints are handled including compensation and outcomes.

3.5 We received 18 compliments, the majority regarded Karbon colleagues. Operations & Support Services received 13. We also received 1 suggestion for rent communications.

'I want to praise the operative who attended my Gas safety check. I suffer from anxiety, especially around men, but he made me feel at ease, he was lovely, polite and did a great job, he is a credit to the company.'

'Since the change to Karbon Homes, I am very happy with all the work and workman that have been out to my property and want to say thank you to the Responsive repair team.'

'I would be without a home now if it wasn't for all your help in helping me resolve my rent arrears and improve my finances.'