

Q2 2024-25 Riverside Scotland Complaints Summary

| Q2 Riverside Scotland complaints | July | August | September | Grand Total |
|--|-----------|-----------|-----------|-------------|
| Repairs | 17 | 12 | 14 | 43 |
| Tenancy Management | 3 | 3 | 2 | 8 |
| Behaviour of staff or service provider | 4 | 2 | 1 | 7 |
| Property Improvement | | 3 | 1 | 4 |
| Building Safety | | 1 | | 1 |
| Income Collection | 1 | | | 1 |
| Service Charge | 1 | | | 1 |
| Grand Total | 26 | 21 | 18 | 65 |

| Q2 Riverside Scotland complaints | July | August | September | Grand Total |
|----------------------------------|-----------|-----------|-----------|-------------|
| stage 1 | 24 | 16 | 16 | 56 |
| stage 2 | 2 | 5 | 2 | 9 |
| Grand Total | 26 | 21 | 18 | 65 |

| Q2 Riverside Scotland complaints | July | August | September | Grand Total |
|----------------------------------|-----------|-----------|-----------|-------------|
| Not Upheld | 5 | 6 | 4 | 15 |
| Partially Upheld | 7 | 3 | 2 | 12 |
| Upheld | 14 | 12 | 12 | 38 |
| Grand Total | 26 | 21 | 18 | 65 |

| Q2 Riverside Scotland complaints | July | August | September | Grand Total |
|----------------------------------|-----------|-----------|-----------|-------------|
| Agreed deadline met | 21 | 18 | 17 | 56 |
| Deadline not met | 5 | 3 | 1 | 9 |
| Grand Total | 26 | 21 | 18 | 65 |