

Irvine Q4 2020-21

Service Area	January	February	March	Grand Total
Behaviour of staff or service provider			2	2
Compliance (Heating)	1			1
Property Improvement			1	1
Property Services			1	1
Repairs	7	5	5	17
Tenancy Management	1		1	2
Grand Total	9	5	10	24

Outcome	January	February	March	Grand Total
Customer not engaged			1	1
Not Upheld	1	1	3	5
Partially Upheld	2	2	1	5
Upheld	6	2	5	13
Grand Total	9	5	10	24

Stage	January	February	March	Grand Total
stage 1	9	5	9	23
stage 2			1	1
Grand Total	9	5	10	24

Breached Timescales	January	February	March	Grand Total
No	8	5	8	21
Yes	1		2	3
Grand Total	9	5	10	24