

Riverside Scotland Q4 2021-22

	January	February	March	Total
Behaviour of staff or service provider		1	3	4
Building Safety		1	3	4
Compliance (Heating)	1	1		2
Find a Home	1			1
Property Improvement		1	1	2
Property Services		1	1	2
Repairs	17	13	20	50
Tenancy Management		1	3	4
Grand Total	19	19	31	69

Outcome	January	February	March	Total
Customer not engaged	1	1		2
Not Upheld	3	5	8	16
Partially Upheld	10	5	11	26
Upheld	5	8	12	25
Grand Total	19	19	31	69

Stage	January	February	March	Total
stage 1	18	18	31	67
stage 2	1	1		2
Grand Total	19	19	31	69

Breached Timescales	January	February	March	Total
Agreed deadline met	17	18	29	64
Deadline not met	2	1	2	5
Grand Total	19	19	31	69