

Q2 2025-26 Riverside Scotland Complaints

Q2 2025-26 Riverside Scotland	July	August	September	Total
Repairs	7	1	22	30
Tenancy Management	2	1	3	6
Property Improvement	3	1	1	5
Anti-Social Behaviour		1	3	4
Behaviour of staff or service provider	2		2	4
Income Collection	2		1	3
Property Services			1	1
Service Charge	1			1
Grand Total	17	4	33	54

Q2 2025-26 Riverside Scotland	July	August	September	Total
Stage 1	17	2	30	49
Stage 2		2	3	5
Grand Total	17	4	33	54

Q2 2025-26 Riverside Scotland	July	August	September	Total
Not Upheld	7	4	12	23
Upheld	7		13	20
Partially Upheld	3		8	11
Grand Total	17	4	33	54

Q2 2025-26 Riverside Scotland	July	August	September	Total
Agreed deadline met	14	4	28	46
Deadline not met	3		5	8
Grand Total	17	4	33	54