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| Date received: | 29 th May 2025 |
| Date responded: | 18 th June 2025 |
| Subject: | Standard of Social Housing - Complaints |

Question:

- 1. The number of complaints received by Douglas Council regarding the standards of social or public sector housing owned or operated by the Council.**
- 2. A breakdown of the reasons for each complaint, where available.**
- 3. Please may the data cover the past five years, from 1 January 2020 to the present date.**

Response:

The Council introduced a communications dashboard in April 2024. This dashboard stores level 1 service issues and level 2 complaints. Prior to the introduction of this system, there was no centralised hub for logging complaints; therefore, the Council does not hold historical data to provide statistical comparisons.

Since the dashboard's introduction, five complaints have been recorded relating to the standard of public housing managed by the Council. The nature of these complaints is summarised below:

1. Overgrown hedge
2. Delay in replacing a broken tap
3. Issues with kitchen cupboards following refurbishment works
4. Smell of cigarette smoke in property (2 complaints)