

Erimus Housing Complaint Matrix

April 1st 2008 – March 31st 2009

	OMBUD		RESOLV		STAGE1		STAGE2		STAGE3		Total	
	Complaints	Upheld	Complaints	Upheld	Complaints	Upheld	Complaints	Upheld	Complaints	Upheld	Complaints	Upheld
EBS	0	0	0	0	7	4	0	0	0	0	7	4
ESTATE	0	0	0	0	67	33	0	0	0	0	67	33
HMCHOICE	0	0	0	0	3	1	0	0	0	0	3	1
REGEN	0	0	1	1	77	67	1	0	1	0	80	68
REHOUS	0	0	0	0	11	3	1	0	1	1	13	4
RENT	0	0	0	0	1	1	0	0	0	0	1	1
REPAIR	1	0	1	1	142	112	6	4	1	0	151	117
RISK&I	0	0	0	0	2	2	0	0	0	0	2	2
STAFF	0	0	0	0	33	12	1	0	0	0	34	12
TNANCY	0	0	0	0	7	3	1	1	1	1	9	5
Total	1	0	2	2	350	238	10	5	4	2	367	247

Key **Types**

EBS Erimus Building Services (Operational)
 Estate Estate Management
 HMCHOICE Homechoice
 Regen Investment Works
 Rehaus Lettings
 Rent Rent
 Repair Repairs – Day to day
 Risk&I Risk and Insurance
 Staff Staff
 Tnancy Tenancy Management

Stages

C&Apps Complaints & Appeals Committee
 Resolved Resolved at first point of contact
 Stage 1 Complaint investigation by Manager responsible for the service
 Stage 2 Complaint investigated by Director responsible for the service
 Stage 3 Considered by independent Director