

# Winchester

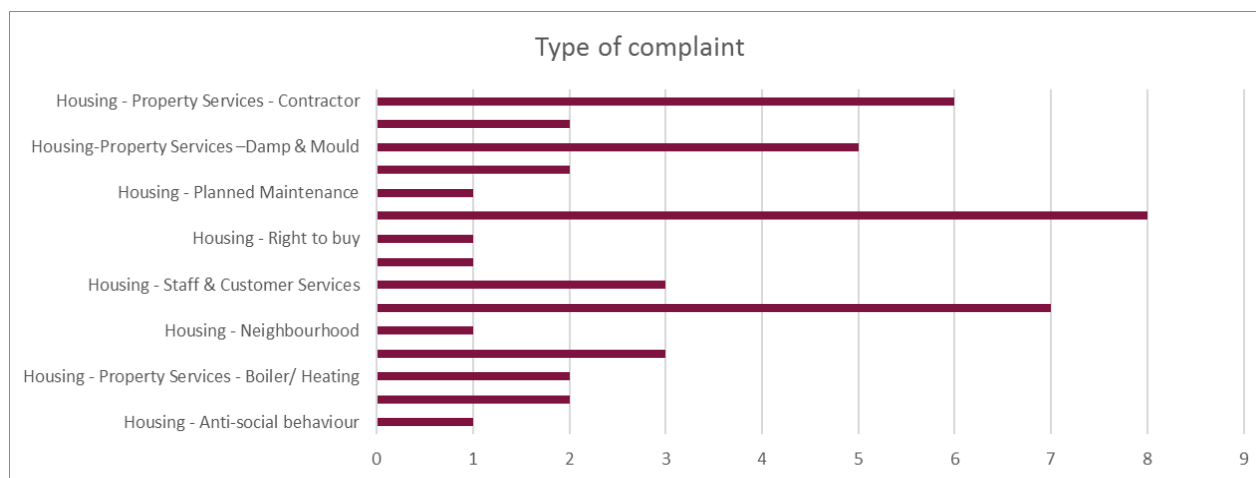
City Council

## Housing Complaints Q1 – 2023/24

**Stage 1 complaints received** 45  
Responded to within 10 days 30 – 67%  
Escalated to Stage 2 10

34 Property services  
20 Responded within 10 days  
57%

11 Other housing  
10 responded within 10 days  
91%



32 Upheld  
4 Not upheld  
6 Partially upheld  
3 Withdrawn

21 MP Enquires  
4 Housing Ombudsman

