

Risk_Level	Theme	Action_Count
High	Accessibility & EIA	4
High	Action follow-through & QA	2
High	Compensation & VFM	2
High	Complaint recording & accessibility	3
High	Escalation & Designated Persons	4
High	Complaint Learning	1
Medium	Accessibility & EIA	1
Medium	Compensation & VFM	3
Medium	Complaint recording & accessibility	2
Medium	Escalation & Designated Persons	1
Medium	Service standards & SMART targets	2
Medium	Systems & dashboard	1
Medium	Tenant involvement & feedback	2
Medium	Training & competency	1
Low	Compliments learning	1
Low	Alternative dispute resolution	1