

COMPLAINTS

The following table presents complaints resolved between 1 October and 31 December 2019.

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
Email	Area in untidy state due to works being carried out.	Yes	Area now cleared and Contractor reminded to keep area tidy	Property Services Staff to monitor
Email	Issue re dampness in bathroom	Yes	Property Services Officer emailed to arrange inspection. No response and no further contact	N/a
Tenant Satisfaction Return	Quality of repair work	No	Contractor instructed to return to rectify works	Property Services Staff to monitor via post inspections
Email	Condition of area, and items dumped	Yes	Housing Officers have visited tenants and are taking action to resolve situation	Housing Officers will continue to monitor
3 rd party	Condition of fence and general disrepair	Yes	Following inspection, fence to be included in environmental works	N/a
3 rd party	Damage to property after flood, and only decoration allowance offered	Yes	Following investigation, confirmed all necessary works had been carried out	N/a
Complaint Form	Request for compensation following previous complaint re dampness	Yes	Advised any claim should be made via home contents insurance, and reference to previous correspondence	N/a
Text	Unhappy with text message re rent arrears	Yes	Letter sent addressing tone and language used in complaint, and confirming arrears situation	N/a